

MEDFORD AREA PUBLIC SCHOOL DISTRICT

DATE ADOPTED: July 15, 1980	FILE SECTOR: SCHOOL-COMMUNITY
DATE REVISED: January 22, 1996	RELATIONS
DATE REVISED: April 22, 1996	POLICY TITLE: PUBLIC COMPLAINTS/CONCERNS
DATE REVISED: March 21, 2002	
DATE REVISED: October 23, 2006	
DATE REVIEWED: January 25, 2007	
DATE REVISED: May 15, 2014	
DATE REVISED: August 24, 2020	

Parent(s)/guardian(s) or other citizens with complaints or concerns relating to the Medford Area Public School District (MAPSD) or its operation should attempt to resolve the matter by discussing their complaint/concern directly with the district employee most closely involved.

Although no citizen of MAPSD shall be denied the right to petition the board of education (BOE) for redress of a grievance, any complaint/concern not directly related to BOE action or operation shall be referred through the proper established administrative channels for resolution before investigation or action by the BOE. If the complainant feels uncomfortable reporting to the principal or the district administrator, then the complaint should be delivered to a BOE member. The BOE member will then deliver the complaint to the district administrator.

Any complaint/concern that cannot be resolved as described above shall be addressed using the following procedures:

- If the complaint concerns an employee of MAPSD, the procedures as prescribed in policy KLD and KLD-R (Procedures for the Investigation of Complaints against District Employees) shall be followed.
- If the complaint/concern relates to textbooks or other classroom materials, library or other media materials and/or any other instructional materials intended to support or implement the curriculum, the procedures in policy IIA and IIA-R (Educational Materials Selection and Adoption) shall be followed.
- If the complaint/concern is other than those addressed in the bullets above, the following procedures shall be followed:
 - The person with the complaint/concern shall be referred to the building principal and they shall attempt to resolve the complaint/concern.
 - In the event the matter is not resolved at the building principal level, the concern shall be reduced to writing, signed and presented to the district administrator.
 - If the matter is not resolved at the district administrator level it may be presented to the BOE by the district administrator and the complainant.

CROSS REFERENCE: IIA, IIA-R, & KLD

LEGAL REFERENCE: