

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

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

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

1. If the complaint concerns an employee of the district, the procedures as prescribed in policy KLD and KLD-R (Procedures for the Investigation of Complaints against District Employees) shall be followed.
2. 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.
3. If the complaint/concern is other than those addressed in paragraphs 1 or 2 above, the following procedures shall be followed:
 - a. The person with the complaint/concern shall be referred to the building principal and he/she shall attempt to resolve the complaint/concern.
 - b. In the event the matter is not resolved at the building principal level, the concern shall be reduced to writing, signed by the party bringing the same, and presented to the district administrator.
 - c. If the matter is not resolved at the district administrator level it may be presented to the board of education by the district administrator and the complainant.

CROSS REFERENCE: IIA, IIA-R, & KLD
LEGAL REFERENCE: