

Book	Policy Manual
Section	9000 Relations
Title	PUBLIC REQUESTS, SUGGESTIONS, OR COMPLAINTS
Number	po9130
Status	Active
Adopted	June 12, 2017

### 9130 - **PUBLIC REQUESTS, SUGGESTIONS, OR COMPLAINTS**

Any individual(s), having a legitimate interest in the staff, programs and operations of this District shall have the right to present a request, suggestion, or complaint to the District and the Board of Education. At the same time, the Board has a right to protect the staff from inappropriate harassment. It is the intent of this policy to provide guidelines for considering and addressing public requests, suggestions, or complaints in an efficient, reasonable, and equitable manner. Requests, suggestions, or complaints made by District staff members are covered by Policy 3122 and Policy 4122.

It is the desire of the Board to address any such matters through direct, informal discussions and other means. It is only when attempts at informal resolution fail that more formal procedures shall be used.

Generally, requests, suggestions, or complaints reaching the Board or Board members shall be referred to the District Administrator for consideration. Any individual presenting such a matter shall be provided with a copy of this policy.

#### Guidelines for Matters Regarding a Professional Staff Member

##### A. First Level

Generally, if the matter concerns a professional staff member the individual(s) should discuss the matter with the staff member. The staff member shall take appropriate action within his/her authority and District administrative guidelines to deal with the matter.

Discussion with the staff member may not be appropriate in some situations including, for example, where the matter involves suspected child abuse, substance abuse, or any other serious allegation that may require investigation or inquiry by school officials prior to approaching the staff member.

As appropriate, the staff member shall report the matter and whatever action may have been taken to the direct supervisor.

##### B. Second Level

If the matter has not been satisfactorily addressed at the First Level or it would be inappropriate to discuss the matter with the staff member, the individual(s) may discuss the matter with the staff member's supervisor, if applicable. Discussions with the supervisor shall occur promptly following any discussion with the staff member.

##### C. Third Level

If the matter has not been satisfactorily addressed at the Second level, and the matter does not involve the District Administrator, the individual(s) may submit a written request for a conference to the District Administrator. This request should include:

1. the specific nature of the request, suggestion or complaint and a brief statement of the facts giving rise to it;
2. the respect in which it is alleged that the individual(s) (or child of a complainant) has been affected adversely;

The request must be submitted promptly after discussion with the staff member's supervisor. The District Administrator shall respond in writing to the individual(s) and shall advise the Board of any resolution of the matter.

##### D. Fourth Level

If the matter has not been satisfactorily addressed at the Third Level, or at the First Level in the case of a matter involving the District Administrator, the individual(s) may submit a written request to the Board to address the matter. Any such request must be submitted within seven (7) days of receiving the District Administrator's written response.

The Board, after reviewing all material relating to the matter may provide the individual(s) with a written response or grant a hearing, which may be held in closed session at the discretion of the Board when consistent with Wisconsin's Open Meetings law before a committee of the Board.

The individual(s) shall be advised, in writing, of the Board's decision no more than seven (7) business days following the next regular meeting. The Board's decision will be final on the matter, and it will not provide a hearing to other complainants on the same issue.

If the individual(s) contacts an individual Board member to discuss the matter, the Board member shall inform the individual that s/he has no authority to act in his/her individual capacity and may refer the individual(s) to this guideline or the District Administrator for further assistance.

#### Guidelines for Matters Regarding a Support Staff Member

In the case of a support staff member, the matter is to be directed, initially, to the person's supervisor, and then in subsequently higher levels as prescribed in "Guidelines for Matters Regarding a Professional Staff Member".

#### Guidelines for Matters Regarding District Services or Operations

If the matter relates to a District procedure or operation, it should be addressed, initially, to the building principal/department supervisor and then in subsequently higher levels as prescribed in "Guidelines for Matters Regarding a Professional Staff Member".

#### Guidelines for Matters Regarding Enrollment Disputes

If the matters relates to disputes concerning student residency determination, Homelessness under the McKinney-Vento Act, or related issues, the matter should be addressed initially to the District's Residency or Homelessness Coordinator, and then to the Third Level of the process for "Matters Regarding a Professional Staff Member".

#### Guidelines for Matters Regarding the Educational Program

If the matter relates to a District program, it should be addressed, initially, to the building principal or Director of Curriculum and Instruction and then in subsequently higher levels as prescribed in "Matters Regarding a Professional Staff Member".

#### Guidelines for Matters Regarding Instructional Materials

The District Administrator may prepare administrative guidelines to ensure that students and parents are adequately informed regarding their right to inspect instructional materials used as part of the educational curriculum and the procedure for completing such an inspection. See Policy 2414, AG 9130A and Form 9130 F3.

No challenged material may be removed from the curriculum or from a collection of resource materials except by action of the Board, and no challenged material may be removed solely because it presents ideas that may be unpopular or offensive to some. Any Board action to remove material will be accompanied by the Board's statement of its reasons for the removal.

© Neola 2013

Legal                      118.01, 118.019, Wis. Stats.  
                                    20 U.S.C. 1232h

Last Modified by Brenna Sparger on October 13, 2017