

WASHINGTON TOWNSHIP SCHOOLS

Book	Policy Manual
Section	9000 Relations
Title	PUBLIC COMPLAINTS AND CONCERNS
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9130 - **PUBLIC COMPLAINTS AND CONCERNS**

Any person or group having a legitimate interest in the District shall have the right to present a request, suggestion, complaint, or concern relating to District personnel, the program, or the operations of the District. Recognizing that the learning situation should not be abruptly disrupted for teachers and students; parents or citizens who question the suitability of materials, techniques, operations, and personnel used in the District schools will be expected to follow prescribed procedures in expressing their views. It is the intent of this policy to provide the means for addressing each public complaint or concern in a fair and impartial manner and seeking a remedy where appropriate.

It is the desire of the Board of Education to provide a process to rectify any misunderstandings between the public and the District by authorizing direct discussions of an informal type among the interested parties. When such informal meetings fail to resolve the differences, more formal procedures are employed.

The formal complaint shall be initiated using the designated form with the principal or supervisor of the school directly involved in the issue. The principal or supervisor receiving the complaint shall gather pertinent facts and discuss the issue with the staff of the school involved or with a central office administrator if it is an issue involving more than one (1) school.

If the complaint remains unresolved after building level discussions and central office administration intervention, the Superintendent will review the complaint and render a decision. The stakeholder may request, in writing, that the School Board review the decision of the Superintendent (or committee decision regarding curriculum or instructional material, per AG 9130). The Board will consider the written request to determine if further action is required and will inform the complainant of its decision.

The Board and individual members will refer grievances or complaints they receive directly from parents, students, or patrons to the Superintendent so that such complaints are addressed as outlined in this policy.

The Superintendent shall develop and implement administrative guidelines and a form to align with this policy. The form for this policy is available from the front office at any school and at the Community and Education Center.

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