

## **PUBLIC COMPLAINTS AND GRIEVANCES RELATED TO SERVICES TO ELL**

Any person or group having a legitimate interest in the operations of the English as a Second Language Department shall have the right to present a request, suggestion, complaint, or grievance concerning District personnel or the program.

It is the desire of the District and the Board of Education to rectify any misunderstanding between the public and the District by direct discussion of an informal type among the interested parties. It is only when such informal meetings fail to resolve the differences, shall more formal procedures be employed.

Any requests, suggestions, complaints, or grievances reaching the District, Board, Board members, and the administration shall be referred to the Superintendent for consideration according to the following procedure.

### **Matters Regarding a Professional Secondary Staff Member**

#### **First Level**

If it is a matter directed toward a professional staff member, the matter must be addressed, initially, to the concerned staff member who shall discuss it promptly with the complainant and make every effort to provide a reasoned explanation or take appropriate action within his/her authority and District administrative guidelines.

This level does not apply if the matter involves suspected child abuse, substance abuse, or any other serious allegation which may require investigation or inquiry by school officials prior to approaching the professional staff member.

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

#### **Second Level**

If the matter cannot be satisfactorily resolved at the First Level, the complainant shall discuss it with the staff member's supervisor and in compliance with provisions of a collective bargaining agreement, if applicable.

#### **Third Level**

If a satisfactory solution is not achieved by discussion with the supervisor, a written request for a conference shall be submitted to the Superintendent. This request should include:

1. The specific nature of the complaint and a brief statement of the facts giving rise to it;
2. The respect in which it is alleged that the complainant (or child of the complainant) has been affected adversely;
3. The action, which the complainant wishes taken, and the reasons why it is felt that such action be taken.

Should the matter be resolved in conference with the Superintendent, the Board shall be advised of the resolution.

#### **Fourth Level**

Should the matter still not be resolved, or if it is one beyond the Superintendent's authority and requires a Board decision or action, the complainant shall request, in writing, a hearing by the Board.

The Board, after reviewing all material relating to the case, shall grant a hearing before the Board or a committee of the Board.

The complainant shall be advised, in writing, of the Board's decision, no more than ten (10) business days following the hearing.

#### **Matters Regarding an Administrative Staff Member**

Since administrators are considered members of the District's professional staff, the general procedure specified in "Matters Regarding a Professional Staff Member" shall be followed.

#### **Matters Regarding a Support Staff Member**

In the case of a support staff member, the complaint is to be directed, initially, toward the person's supervisor, the principal or the ESL Coordinator, and the matter then brought as required to higher levels in the same manner as prescribed for "Matters Regarding a Professional Staff Member".

#### **Matters Regarding District Services or Operations**

If the request, suggestion, complaint, or grievance relates to a matter of District procedure or operation, it should be addressed, initially, to the person in charge

and then brought, in turn, to higher levels of authority in the manner prescribed in "Matters Regarding a Professional Staff Member".

### **Matters Regarding the Educational Program**

If the request, suggestion, complaint, or grievance related to a matter of District program, it should be addressed, initially, to the principal and then brought, in turn, to higher levels of authority in the manner prescribed in "Matters Regarding a Professional Staff Member".

### **Matters Regarding Instructional Materials**

The Superintendent shall prepare administrative guidelines to ensure that students and parents are adequately informed each year regarding their right to inspect instructional materials and the procedure for completing such an inspection.

No challenged material, which has been specifically adopted by the Board, may be removed from the curriculum 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.