



Book	Policy Manual
Section	9000 Relations
Title	PUBLIC REQUESTS, SUGGESTIONS, OR COMPLAINTS
Code	po9130
Status	Active
Adopted	December 19, 2016
Last Revised	April 17, 2024

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. At the same time, the Board reserves the right to protect District staff and students from harassment, disclosure of confidential information, and other violations of the staff's or student's rights. It is the intent of this policy to provide a process 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 1422/Policy 3122/Policy 4122 - Nondiscrimination and Equal Employment Opportunity. This policy is not to be used to appeal or to otherwise seek review of a personnel decision that was or could have been reviewed through the grievance policy, Policy 3340/Policy 4340 - Grievance Procedure.

It is the desire of the Board to address any such matters through direct, informal discussions. 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. Only those items that are appropriate for consideration under this policy will be considered. The District Administrator may close out any such request presented that is not appropriate for consideration consistent with this policy. The Board reserves the right to reverse the District Administrator's decision to dismiss any item raised and to fully investigate or review the matter.

Guidelines for Consideration of Matters Brought Forward Under this Policy

A. First Level

Generally, if the matter raised involves a staff member, the individual(s) should discuss the matter with the staff member, if appropriate. The staff member shall take appropriate action within their authority and District administrative guidelines to deal with the matter. Matters related to other aspects of the District operations, programming, or other decisions shall be brought generally to the Administrator closest to the issue (e.g. if the matter relates to a decision, procedure, or the like in one of the schools, the matter should be raised first with the Principal or a designated person in the school).

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.

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. If the matter involves allegations of harassment, discrimination, bullying, or other conduct implicating other policies and investigative procedures, the supervisor shall proceed to follow the applicable procedures which may include informing the District Compliance Officer for further review.

Matters not resolved at the Second Level may be brought to the Third Level.

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, if at all, or an explanation of other adverse results or impact of the matter;
3. the action which the individual(s) wishes taken and the reasons why it is felt that such action be taken.

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 ten (10) business days of the latest attempt to resolve the matter. The written submission shall include all correspondences pertaining to the matter between the individual and any School District officials or employees.

The Board, after reviewing all material relating to the matter, will provide a written response or may, at its discretion, grant an opportunity to address the Board or a committee of the Board prior to making a final decision on the matter.

The Board's decision, or the decision of the committee of the Board to which the matter was referred, will be final on the matter. The Board may choose to consolidate complaints or other communications for consideration if more than one individual raises similar concerns before it, but reserves the right to refuse to consider any subsequent complaint on the same matter unless previously unknown material facts are raised.

If the individual(s) contacts an individual Board member to discuss the matter, the Board member shall refer the individual(s) to this policy or the District Administrator for further assistance.

Guidelines for Matters Regarding Classroom Instructional Materials

The District Administrator shall inform students and parents each year regarding their right to inspect instructional materials used as part of the educational curriculum and the procedure for completing such an inspection.

Parents of children attending school in the District and District residents may request formal reconsideration of the inclusion of specific instructional materials.

Concerns about specific textbooks or other classroom materials should be raised first with the classroom teacher and then the Principal if necessary, in an effort to resolve the matter informally. If a satisfactory resolution is not reached, requests for consideration of removal of any instructional materials, shall be submitted in writing to the District Administrator.

If the request, suggestion, or complaint relates to classroom instructional materials the following procedure shall be followed:

A. The criticism is to be addressed to the District Administrator for resolution, in writing, and shall include:

1. author;



Book	Policy Manual
Section	5000 Students
Title	STUDENT COMPLAINTS
Code	po5710
Status	Active
Adopted	December 19, 2016
Last Revised	July 18, 2022

5710 - **STUDENT COMPLAINTS**

recognizes that, as citizens, students have the right to request redress of complaints. Further, the Board believes that the inculcation of respect for lawful procedures is an important part of the educational process. Accordingly, individual and group complaints should be provided for and appropriate appeal procedures implemented.

The Board or its employees will hear the complaints of the students of this District provided that such complaints are made according to procedures established by the District Administrator. Multiple policies provide complaint procedures available to students which include but may not be limited to:

- A. Policy 5517.01- Bullying;
- B. Policy 2260.01- Section 504/ADA Prohibition Against Discrimination Based on Disability;
- C. Policy 2260 - Nondiscrimination and Access to Equal Educational Opportunity;
- D. Policy 5517 - Student Anti-Harassment; and
- E. Policy 9130 - Public Requests, Suggestions, or Complaints.

If a student has a complaint which does not appear to fit any of the above categories or another adopted policy of the Board, the student should present the complaint to the student's Principal or the District Administrator for review and response.

Revised 5/11/21

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Legal	118.13 Wis. Stats. P.I. 9, 41, Wis. Adm. Code Fourteenth Amendment, U.S. Constitution 20 U.S.C. 1681, Title IX of Education Amendments Act 20 U.S.C. 1701 et seq., Equal Educational Opportunities Act of 1974 29 U.S.C. 794, Rehabilitation Act of 1973 42 U.S.C. 12101 et seq., The Americans with Disabilities Act of 1990 42 U.S.C. 2000 et seq., Civil Rights Act of 1964
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Vocational Education Program Guidelines for Eliminating Discrimination and Denial of Services, Department of Education, Office of Civil Rights, 1979