

**PUBLIC COMPLAINTS CONCERNING THE SCHOOLS**

The School Board believes that a quality educational program is dependent upon a strong relationship with its communities. The School Board further believes that improved student success results when the district listens to complaints, considers differences of opinion, and resolves disagreements through an established, objective and culturally responsive process.

The Board encourages complainants to resolve problems early and informally whenever possible. The School Board expects that all district staff who respond to complaints and resolve problems will do so in a manner that is culturally responsive and is not influenced by discrimination or biases. If a problem remains unresolved, the individual should submit a formal complaint as early as possible in accordance with appropriate district procedures. District procedures shall be readily accessible to the public and if needed, should be available in languages which parents use and understand.

Individual Board members do not have authority to resolve complaints. If approached directly with a complaint, however, School Board members should also demonstrate cultural responsiveness while listening to the complaint and providing assistance by referring the complainant to the Superintendent or designee so that the problem may receive proper consideration and due process.

- (cf. 1312.1 – Public Complaints Concerning School Personnel)*
- (cf. 1312.2 – Public Complaints Concerning Instructional Materials)*
- (cf. 1312.3 – Public Complaints Concerning Discrimination)*

*Legal Reference:*

ALASKA STATUTES  
*14.18.100 Remedies (Sex or Race Discrimination)*

ALASKA ADMINISTRATIVE CODE  
*4 AAC 06.560 – 06.580 Violations; Prohibition Against Sex Discrimination*  
*4 AAC 52.500 – 52.629 Procedural Safeguards; Education for Exceptional Children*

TITLE VI, CIVIL RIGHTS ACT OF 1964  
TITLE VII, CIVIL RIGHTS ACT OF 1964, 42 U.S.C. 2000 et. seq. (Ch. 21)  
TITLE IX, EDUCATION AMENDMENTS OF 1972  
SECTION 504, REHABILITATION ACT OF 1973

34 CODE OF FEDERAL REGULATIONS  
*200.74 and Part 300*  
GENERAL EDUCATION PROVISIONS ACT, 20 U.S.C. 1221 et. seq., especially:  
FAMILY EDUCATIONAL RIGHTS AND PRIVACY RIGHTS ACT, 20 U.S.C. 1232g

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