

## *Document Status: Review and Monitoring*

### **COMMUNITY RELATIONS**

#### **8:110 Public Suggestions and Concerns**

The Board of Education is interested in receiving suggestions and concerns from members of the community. Any individual may make a suggestion or express a concern by contacting any District or School office. Community members who e-mail the District or any District employee or board member are expected to abide by the standards in Board policy 6:235, *Access to Electronic Networks*, and should, to the extent possible, limit their communications to relevant individuals. All suggestions and/or concerns will be referred to the appropriate level staff member or District administrator who is most able to respond in a timely manner. Each concern or suggestion shall be considered on its merit. [PRESSPlus1](#)

#### **Public Complaints and Grievances**

Any person or group having a legitimate interest in the operations of this District shall have the right to present a request, suggestion, complaint, or grievance concerning District personnel, the program, or the operations of the District. At the same time, the Board of Education has a duty to protect its staff from unnecessary harassment. It is the intent of this policy to provide the means for judging each public complaint and grievance in a fair and impartial manner and to seek a remedy where appropriate.

It is the desire of the Board to rectify any misunderstandings between the public and the District by direct discussions 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 Board, Board members, and the administration shall be referred to the Superintendent, or designee, for consideration according to the following procedure.

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

##### **A. First Level**

If it is a matter specifically directed toward a 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.

#### **B. Second Level**

If the matter cannot be satisfactorily resolved at the First Level, the complainant may request to meet with the staff member's supervisor. The request for the meeting should include the nature of the complaint and a brief statement of facts related to the complaint. The supervisor will meet with the complainant in compliance with provisions of a collective bargaining agreement, if applicable. The supervisor will determine the outcome of the complaint, including if any corrective action is warranted. The supervisor's decision is final.?

#### **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 to the building principal who will follow the Second Level procedures set forth above.

#### **Guidelines for Matters Regarding Enrollment Disputes**

If the matter relates to disputes concerning student residency determination, Homelessness under the McKinney-Vento Act, or related issues, the matter should be addressed to the District's Residency or Homelessness Coordinator who will follow the Second Level procedures set forth above.

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

If the request, suggestion, complaint, or grievance relates to a matter of District program, it should be addressed to the building principal who will follow the Second Level procedures set forth above.

#### **Matters Regarding Instructional Materials**

The Superintendent, or designee, 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.

If the request, suggestion, or complaint relates to instructional materials such as library books, reference works, and other instructional aids used in the District, it should be addressed at a meeting with the building principal and the staff member(s) using the

instructional materials. The building principal will work with the complainant and the staff member(s) to reach a resolution regarding the request, suggestion or complaint.

LEGAL REF.:

[20 U.S.C. 1232h](#)

[105 ILCS 5/28-19](#) and [5/28-20](#)

[115 ILCS 5/14](#)(c-5), Ill. Educational Labor Relations Act.

CROSS REF.: 2:140 (Communications To and From the Board), 2:230 (Public Participation at Board of Education Meetings and Petitions to the Board), 2:260 (Uniform Grievance Procedure), 3:30 (Chain of Command), 6:235 (Access to Electronic Networks), 6:260 (Complaints About Curriculum, Instructional Materials and Programs), 8:10 (Connection with the Community)

### **PRESSPlus Comments**

[PRESSPlus 1](#). This policy is suggested to be reviewed by the Board. According to policy 2:240, *Board Policy Development*, "[t]he Board will periodically review its policies for relevancy, monitor its policies for effectiveness, and consider whether any modifications are required." IASB suggests that each policy in the Board's policy manual be reviewed at a minimum of every five years. As part of the review, the Board may choose to:

- Compare the adopted version to the current PRESS sample (available at PRESS Online by logging in at [www.iasb.com](http://www.iasb.com)), discussing any differences and/or options noted in the footnotes to determine whether local changes are necessary
- Update the policy language due to changes in local conditions
- Make no changes, but update the adoption date to reflect that the policy has been reviewed and re-adopted

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