

**PUBLIC COMPLAINTS CONCERNING THE SCHOOLS**

The School Board believes that ~~the a~~ quality ~~of the~~ educational program is dependent upon a strong relationship with its communities. The School Board further believes that improved student success results ~~can improve~~ 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, Board members should also demonstrate cultural responsiveness while listening to the complaint and providing assistance ~~show their concern~~ 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)*

Note: Pursuant to 4 AAC 52.500, any person may file a complaint with the Department of Education alleging a violation of state regulations governing education for exceptional children.

*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