

Document Status: Draft Update

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 at 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. [PRESSPlus1](#) 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.

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](#). The Ill. Educational Labor Relations Act requires employers to establish email policies in an effort to prohibit the use of its email system by outside sources. 115 ILCS 5/14(c-5), added by P.A. 101-620. Policy 6:235, *Access to Electronic Networks*, states that the district's network, which includes its email system, is not a public forum for general use. Further, acceptable uses of the network by any party are limited to uses in support of education and/or research or for legitimate school business purposes. However, see policy 6:235 at footnote 6, available at **PRESS** Online by logging in at www.iasb.com, for a discussion of potential liability under the First Amendment of the U.S. Constitution if the district wants to "block" specific third parties based on message content. Including this statement also discourages school community members from engaging in the disruptive practice of mass *cc'ing* district staff who have no involvement in a particular issue. **Issue 103, March 2020**