

CATEGORY: **Community Relations**

SUBJECT: **Questions and Complaints Regarding
Instructional Materials**

A. PURPOSE AND SCOPE

1. To outline administrative procedures governing complaints raised by staff members and/or citizens of the community concerning instructional materials.

B. LEGAL AND POLICY BASIS

1. **Reference:** Board policy: A-2000, B-3700, B-6000, F-1000, F-1050, F-1100, F-5000, F-5300, F-5310, F-8800, I-1100, K-1500, K-2000, K-2100, K-8000, K-8700.

C. GENERAL

1. **Originating Office.** Suggestions or questions concerning this procedure should be directed to the Instructional Resources and Materials Department, Instructional Support Services Division.
2. **Definition. Instructional materials:** Those materials that directly affect a student's total educational experience (e.g., library books, textbooks, multimedia materials, course guides, charts, etc.).
3. **Community Relations.** Citizen interest, knowledge, and support are vital in education at the district level; questions, suggestions, and complaints from citizens should be handled promptly, courteously, and objectively.
4. **Registration of Complaints.** Complaints should be resolved at the site level, if possible. If a complainant wishes to pursue the matter at the district level, a formal complaint shall be made in writing on a "Request for Reconsideration of Instructional Materials" form (E.1.), citing title, section, and page, if applicable, of the materials and reasons for the complaint.
 - a. **Nonemployees** shall direct their communications to:
 - (1) The principal if the complaint concerns site materials. If unable to resolve at the site level, the principal refers the complaint to the Instructional Resources and Materials Program Manager, Instructional Support Services Division.
 - (2) The Instructional Resources and Materials Program Manager, Instructional Support Services Division, if the complaint concerns materials in the Instructional Media Center (IMC), library materials, or instructional materials or for concerns that were not resolved at the site level.

- b. **Employees** shall submit their complaints through their immediate supervisor to the Instructional Resources and Materials Program Manager, Instructional Support Services Division.
 - c. **If communications** are addressed to the Board of Education or the Superintendent, they will be referred to the Deputy Superintendent of Academics or designee for review of the complaint.
5. **Action Pending Resolution of a Complaint.** No staff member may authorize withdrawal of instructional materials against which complaints are made unless the Superintendent directs such action. If such action seems warranted, a principal or other responsible management employee may limit use of such material temporarily pending action by the Superintendent. In these instances the management employee taking action shall immediately notify the Superintendent and Deputy Superintendent of Academics.
6. No request for reconsideration will be entertained if a committee (D.3.e.) has already reviewed the matter within the last three years. Exceptions will be made if the reason for requesting the reconsideration is significantly different from the original reason(s).

D. IMPLEMENTATION

1. **Initiator** registers complaint with appropriate office for discussion (C.4.); if unable to resolve, submits a formal complaint in writing on “Request for Reconsideration of Instructional Materials” form (E.1.), giving title, section, and page of material, if applicable, and nature of complaint.
 - a. **Employees** submit complaints through their immediate supervisor to the Instructional Resources and Materials Program Manager.
 - b. **Nonemployees** direct all communications to:
 - (1) Principal, if complaint concerns material at a site.
 - (2) Instructional Resources and Materials Program Manager, if complaint concerns materials in Instructional Media Center, library materials, or instructional materials and concerns were not resolved at site level.
2. **Principal**
 - a. Reviews complaint with initiator informally in person or by phone.
 - b. Investigates complaint to establish facts of case.
 - c. If appropriate, schedules meeting with initiator and involved district employees.

- d. If possible, resolves complaint at site level. If not resolved at site level, initiator may submit written "Request for Reconsideration of Instructional Materials" (E.1.) to the Instructional Resources and Materials Program Manager.

3. Instructional Resources and Materials Program Manager

- a. Researches issues involved in complaints.
- b. If possible, resolves complaint.
- c. If not resolved, initiates review and study of complaint.
- d. May call upon services of appropriate directors and/or curriculum managers for study and review.
- e. Convenes a committee of management employees, teachers, and parents to review complaint.
- f. Receives reports of groups participating in review and study.
- g. Prepares recommendations after review and study; forwards to Assistant Superintendent, Instructional Support Services Division.

4. Assistant Superintendent, Instructional Support Services Division

- a. After review and study, forwards recommendations to Deputy Superintendent of Academics.

5. Deputy Superintendent of Academics

- a. After review and study, forwards recommendations to Superintendent.

6. Superintendent

- a. Authorizes appropriate action pertaining to complaint.
- b. Notifies originator of complaint of action and procedure for appeal to the Board of Education if such is warranted.
- c. Informs the Board of Education if requested to do so or if board's action is needed to implement decision.

7. Board of Education

- a. Refers any complaint received to the Superintendent.
- b. On appeal, reviews findings and recommendations from the Superintendent and decides whether or not to grant appeal hearing.

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- c. If granted, hears appeal from complainant in open session of a board meeting.
 - d. Renders decision, which is final.

E. FORMS AND AUXILIARY REFERENCES

- 1. "Request for Reconsideration of Instructional Materials" form (Attachment 1, also available from the Instructional Resources and Materials Department).

F. REPORTS AND RECORDS

- 1. Copy of completed "Request for Reconsideration of Instructional Materials" form.
- 2. Written response to complainant.

G. APPROVED BY



General Counsel, Legal Services
As to form and legality

H. ISSUED BY



Chief of Staff