

*A sample policy to consider.*

## **Community Relations**

### **Public Complaints**

#### **General Complaint Procedure**

The \_\_\_\_\_ Board of Education understands that, on occasion, a member of the public will wish to lodge a complaint. Such complaints shall be addressed and resolved as close to their origin of concern as possible.

While members of the community have a right to petition the Board of Education for redress of a grievance, complaints will be referred through the appropriate administrative channels for resolution. Exceptions will be made when the complaint directly concerns Board actions or operations.

The proper channel for complaints related to discipline, instruction, or instructional materials is the teacher. If the complaint is not resolved at that level, it can proceed to the department supervisor, the Principal, the Superintendent, and finally to the full Board.

- (cf. 1220 – Citizens’ Advisory Committees)
- (cf. 1312.3 – Library Material Review and Consideration)
- (cf. 5145.2 - Freedom of Speech/Expression)
- (cf. 6144 - Controversial Issues)
- (cf. 6161 - Equipment, Books, Materials: Provision/Selection)

Legal Reference:     *Keyishian v. Board of Regents* 385 U.S. 589, 603 (1967)  
*President's Council, District 25 v. Community School Board No. 25* 457 F.2d 289 (1972), cert. denied 409 U.S. 998 (1976)  
*Minarcini v. Strongsville City School District*, 541 F. 2d 577 (6th Cir. 1976).  
*Board of Education, Island Trees Union Free School District No. 26 v. Pico*, 457 U.S. 853 (1982).  
Academic Freedom Policy (adopted by Connecticut State Board of Education, 9/9/81).  
Connecticut General Statutes  
10-238 Petition for hearing by board of education.

Policy adopted:  
rev. 1/24  
rev 3/24  
rev 6/25

(Name of District)

**Public Complaint Form**

*This form is designed to align with CABE Model Policy 1312, ensuring that concerns are addressed systematically through the appropriate administrative channels.*

**Instructions:** Please complete this form to initiate a formal review of your concern. Per Board Policy, complaints should be resolved as close to the point of origin as possible. Before filling out this form, please ensure you have attempted to resolve the matter with the staff member most directly involved (e.g., the teacher for matters of instruction or discipline).

**Section 1: Contact Information**

- Full Name: \_\_\_\_\_
- Address: \_\_\_\_\_
- Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_
- Date of Submission: \_\_\_\_\_

**Section 2: Nature of Complaint**

Please indicate the primary area of concern:

- Instruction / Curriculum
- Discipline / Student Behavior
- Instructional Materials
- Board Operations / Policy
- Other: \_\_\_\_\_

**Section 3: Details of the Concern**

**Description:** Please provide a concise statement of the facts. Include dates, specific incidents, and names of individuals involved where applicable.

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**Section 4: Resolution History**

To adhere to the "Proper Channels" requirement of Policy 1312, please indicate who you have already spoken with regarding this matter:

1. **Teacher / Staff Member:**     Yes    No                      Date: \_\_\_\_\_
2. **Department Supervisor:**     Yes    No                      Date: \_\_\_\_\_
3. **Building Principal:**             Yes    No                      Date: \_\_\_\_\_

**What was the outcome of these previous discussions?**

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**Section 5: Requested Remedy**

What specific action or resolution are you seeking?

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**Administrative Routing (For Office Use Only)**

**Current Level of Review:**

- Level 1: Teacher/Staff Member
- Level 2: Department Supervisor/Principal
- Level 3: Superintendent
- Level 4: Board of Education (Final Appeal)

**Date Received:** \_\_\_\_\_ **Received By:** \_\_\_\_\_

**Important Note on Procedure**

Except for complaints directly concerning Board actions, all grievances must follow the chain of command:

**Teacher**  **Supervisor/Principal**  **Superintendent**  **Board of Education**