

**PUBLIC COMPLAINTS INVOLVING INSTRUCTION, DISCIPLINE,
OR LEARNING MATERIALS**

The Board believes that complaints and grievances are best handled and resolved by the parties directly concerned. Therefore, the proper channeling of complaints involving instruction, discipline, or learning materials will be as follows:

1. Teacher
2. Principal
3. Superintendent
4. Board of Education

Any complaint presented to the Board about school instruction, discipline, or learning materials shall be referred back through proper administrative channels. The Board will not hear complaints from individuals until such complaints have first been brought forth through the appropriate and applicable administrative procedures. Exceptions to this provision are for complaints that relate solely to Board actions or Board operations.

In the event a complaint is made directly to an individual Board member, the procedure outlined below shall be followed:

1. The Board member shall refer the person making the complaint to the Superintendent for investigation. The Superintendent may delegate the investigation to the Principal.
2. If the member of the public will not personally present the complaint to the Superintendent or Principal, the Board member shall then ask that the complaint be written and signed. The Board member will then refer the complaint to the Superintendent for investigation. Should the complainant not be comfortable or wants to remain anonymous, the complaint will be referred to the Superintendent for investigation.
3. If the person making a complaint feels that a satisfactory reply has not been received from the Superintendent, he/she may request that the complaint be heard by the Board. The Board will hear and act upon the complaint only by majority vote. All Board decisions shall be final.

Adopted by Conway School Board – October 1, 1984

Reviewed with no change – October 1999 and May 6, 2004

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