

**DEERFIELD COMMUNITY**

**CODE: 870**

**SCHOOL DISTRICT**

**DATE OF ADOPTION: 4-20-81**

### **PUBLIC COMPLAINTS**

The Board of Education endorses the policy of the National School Boards Association, “that factual materials relating to both sides of controversial issues of local, state, national, and international importance should be presented to the classrooms....” The Board in accepting its responsibility to have controversial issues and/or materials examined in the schools expects that its entire professional staff, administrators, and teachers, will assure that the issues to be examined or material to be used are appropriate to the curriculum; appropriate to the maturity level of the student; and are presented in an unbiased, balanced way.

The Board also recognizes its responsibility to and the rights of citizens who are concerned over controversial issues and/or materials. These rights include the right to except the impartial presentation of controversial issues; the right to secure information from school officials; and the right to file formal protests with the full expectation that they will receive a courteous and prompt reply. Individual citizens do not have the right, however, to suppress the study or examination of issues about which they hold strong opinions or beliefs.

Constructive criticism of the schools is welcomed by the Board of Education whenever it is motivated by a sincere desire to improve the quality of the educational program or to equip the schools to do their tasks more effectively. The Board has, however, confidence in its professional staff and desires to support their actions in order that they be free from unnecessary, spiteful, or negative criticism and complaint. Therefore, whenever a complaint is made directly to the Board as a whole or to a Board member as an individual, it will be referred to the school administration for study and possible solution.

The Board expects that the administration will develop a procedure for receiving complaints courteously and that it will take steps to make a proper reply to the complainant. If resolution of the problem seems unlikely at the building level either party is encouraged to refer the matter to the District Administrator for his review.

The Board will consider hearing citizen complaints when they cannot be resolved by the administration. Matters referred to the Board must be in writing and should be specified in terms of the action desired. The Board will not consider or act on complaints that have not been explored at the appropriate administrative level.