

3575 (KE-R)

**PUBLIC COMPLAINTS INVOLVING
NON-PERSONNEL MATTERS**

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The Milford School Board believes that complaints and grievances are best handled and resolved by the parties directly concerned. Any complaint presented to The Milford School Board about non-personnel matters such as instruction, discipline, learning materials, or school operations shall be referred back through proper administrative channels and handled in compliance with applicable language as noted in relevant Collective Bargaining Agreements. Parental objections to specific course material will be handled in accordance with policies 3030 (KEC) (Controversial Issues and Reconsideration of Library Media and Instructional Materials) and 3525 (IHAM) (Health/Physical Education & Exemption from Instruction). The proper channel will usually be as follows:

1. Teacher
2. Principal
3. Superintendent of Schools or Designee
4. School Board

The following procedure shall be in place in order to ensure timely compliance with a complaint or grievance:

When a parent/guardian brings a complaint or a grievance to a teacher, the teacher shall respond to the parent/guardian within one to two (1-2) business days, noting receipt of the complaint and the course of action they intend to take. When a complaint requires deeper investigation or other parties to be involved (such as school administration), the teacher may inform the parent/guardian of such actions. The teacher shall provide a resolution or status update within five (5) business days of their initial response.

If the parent/guardian is not satisfied with the response or resolution, they may bring their complaint to the school Principal. This shall take place within five (5) business days of receiving the teacher's resolution or status update.

Upon receipt of the complaint from the parent/guardian, the Principal will have ten (10) days to investigate the concern and respond to the parent.

If the parent/guardian is not satisfied with the response or resolution from the Principal, they may bring their complaint to the Superintendent of Schools or their Designee within five (5) business days.

The Superintendent shall make a decision and respond to the parent/guardian within fifteen (15) business days of receipt of the complaint.

If the parent/guardian is not satisfied with the response or resolution from the Superintendent of Schools, they may bring their complaint to the Milford School Board within five (5) business days.

At their next meeting, the Milford School Board will schedule a hearing and will hear the complaint within 15 calendar days. Any action the Board chooses to take shall be final.