

Public Complaints Procedures

In order to resolve complaints or concerns as quickly and fairly as possible, any parent/guardian or other LEARN constituent who has a concern or complaint about the decision or activities of a staff member shall first discuss it with that staff member. Complaints or concerns about the Administration shall first be discussed with an appropriate member of the Administration. A parent, guardian or other constituent with a complaint or concern about the decisions or activities of the Board may request that a Board meeting be held to discuss the matter. Whether or not such a meeting is held is wholly within the board's discretion.

If a discussion with the staff member is held and does not resolve the complaint, the complainant may discuss the matter with the staff member's supervisor.

If a discussion with the staff member's supervisor is held and does not resolve the complaint, the complainant may request a meeting with the appropriate administrator. If the discussion with the administrator does not resolve the complaint, the complainant may request a meeting with the Executive Director. A request for a meeting with the Executive Director shall be made in writing and shall include a detailed description of the complaint, the redress requested, and efforts made to resolve it to date.

In the case of a complaint concerning the Administration, if a discussion is held with an appropriate member of the Administration and does not resolve the complaint, the complainant may request a meeting with the Executive Director. A request for a meeting with the Executive Director shall be made in writing and shall include a detailed description of the complaint, the redress requested, and efforts made to resolve it to date.

The Executive Director shall schedule a meeting with the complainant as soon as practical. In the case of a complaint concerning a staff member, the meeting may, as determined by the Executive Director, include the staff member against whom the complaint is lodged and the staff member's supervisor. In the case of a complaint concerning the Administration, the meeting may, as determined by the Executive Director, include appropriate member(s) of the Administration.

After the meeting with the Executive Director and following any investigation he or she feels necessary, the Executive Director shall render a decision to the complainant in writing within ten (10) working days. If the complainant disagrees with the Executive Director's written decision, the complainant has ten (10) days to request a hearing before the Board.

The Executive Director may also request that a Board meeting be held to discuss the complaint. Whether or not such a meeting is held is wholly within the Board's discretion. Such meeting may be held in executive session in accordance with the provisions of the Connecticut Freedom of Information Act.

No one shall insult or abuse any student or Board employee. Individuals in violation of this provision may be subject to criminal prosecution or civil penalties.

Request for Re-Evaluation of Instructional Materials

The following procedure shall be followed whenever there is a request for the re-evaluation of instructional materials other than textbooks:

1. The Executive Director shall establish an ad hoc review committee broadly representative of:
 - A. Teachers competent in the area of the content covered by the material
 - B. Administrators, directors, and supervisors appropriate to the level and/or subject for which material is used.
2. Objections to materials and requests for re-evaluation must be presented in writing on the proper form. Request for Re-evaluation of Materials forms are available in the Office of the Executive Director. (See attached form.)
3. Initial action on a written request on the proper form shall be taken no later than fifteen (15) school days after receipt of the request.
4. A written report from the review committee shall be submitted to the Executive Director. The Executive Director shall then communicate his/her decision to the person requesting the re-evaluation.
5. Should the decision of the Executive Director not satisfy the person requesting the re-evaluation, the Board of Directors may hold a special hearing to review the Executive Director's decision.
6. Once instructional material has been adopted and re-evaluated the material cannot be subject to further review without special approval by the Board of Directors. In the event that the Board of Directors approves another re-evaluation, the procedures outlined above will be followed. Challenged instructional materials shall remain in use in the schools pending a final decision by the Board of Directors.

LEARN
Citizen's Request for Reconsideration Form

AUTHOR _____ Hardcover _____ Paperback _____

TITLE _____

PUBLISHER _____

Request initiated by _____

Telephone _____ Address _____

Town _____ State _____ Zip Code _____

Complainant represents: _____ self
 _____ organization (name)
 _____ other (name of group)

PLEASE ANSWER THE FOLLOWING CONCERNING THE WORK IN QUESTION

1. What do you believe is the theme of this work? _____
2. What is there of value in this work? _____
3. Did you read the entire book? _____ What parts? _____
4. To what do you object? (Please be specific) _____

5. What do you feel might be the result of using the work? _____

6. Are you aware of the judgment of this book by literary critics? _____
7. Are you aware of the teacher's purpose for using this work? _____
8. For what group would you recommend this book? _____
9. What would you like your school to do about this book?
 _____ DO NOT assign it to my child
 _____ Withdraw it from all students
 _____ Request that it be re-evaluated
10. What book of equal literary value would you recommend that would convey as valuable a picture and perspective of our civilization? _____

Complainant's Signature