

Policies of the Board of Education

Section K School-Community Relations

PUBLIC COMPLAINTS

2000.10

The Lake Country Board of Education endorses the policy of the National School Board Association, "that factual materials relating to both sides of controversial issues of local, state, national, and international importance should be presented in 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 expect the impartial presentation of controversial issues; the right to secure information from school officials; and the right to file formal protest 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 Lake Country 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/her review.

Adopted by the School Board 4/11/94