



Book	Administrative Regulations
Section	1000 COMMUNITY RELATIONS
Title	Public Complaints Concerning Schools
Code	AR 1312
Status	First Reading and Action
Cross References	<a href="#">BP 1312 - Public Complaints Concerning the Schools</a> <a href="#">BP 0420 - School Based Decision Making/Site Councils</a> <a href="#">BP 1312.1 - Public Complaints Concerning School Personnel</a> <a href="#">BP 5144.1 - Suspension and Expulsion</a> <a href="#">BP 5144.11 - Due Process</a> <a href="#">BP 6161.1 - Selection of Instructional Materials</a> <a href="#">AR 5144.11 - Due Process</a> <a href="#">E 0420b - Site-based Improvement Councils</a> <a href="#">E 5144.11a - Notice of Appeal-Student Parent Discipline Appeal</a>

When problems, concerns or complaints arise regarding the School District, its practices or personnel, there are processes in place to help facilitate the resolution of those issues. Policy 1312.1 Public Complaints Concerning School Personnel governs the complaints process, and it is addressed in the Parent Student Handbook, in the Complaints Concerning Schools section.

Often when there are concerns about children and their education, emotions run high. The District believes conflict can and should be dealt with in a respectful, timely manner. To promote fair and constructive communication, every effort should be made to resolve a complaint at the earliest possible stage at the local level. Often, by just asking for an explanation or an accommodation, a situation can be resolved.

School based decision-making site councils function as an advisory body in the joint planning and problem solving processes for improving student learning that occur at the local school level. Each school has a site council and members of the public can attend and/or request a concern be placed on the agenda.

#### Oral complaints

The first step in resolving a problem is addressing it with the person or people involved. If that is not possible or successful, address the problem with the immediate supervisor in the setting in which the concern is raised. If the problem is in a school, contact the principal or assistant principal. If the problem involves a principal, contact the appropriate District department using the phone numbers listed below.

#### Written complaints

A written complaint form, E 1312b Complaint Form, is available online as part of School Board policy. Written complaints regarding District personnel should be filed with that person's immediate supervisor. If the complaint is against a principal or District administrator, the complaint form should be filed with the Superintendent. If the complaint is against the Superintendent, the form should be filed with the School Board President.

If resolution is not achieved at the school level, contact the District Office at 907-714-8888 and ask for the appropriate department:

- Elementary Education
- Secondary Education
- K-12 Schools
- Assistant Superintendent

If a concern involves a special education student, contact:

- Student Support Services

If a concern involves student transportation, contact:

- Transportation Services

Other Kenai Peninsula Borough School District departments that may be helpful are:

- ELL Program
- Health Services
- Student Nutrition
- Title I (economically disadvantaged)

Instructional materials

If a complaint involves instructional materials, a concerned staff member, district resident or parent/guardian of a student may fill out and submit an E 1312.2(a) Request for Reconsideration for Instructional Materials form, available online. The form should be submitted to a principal and the complaint will be considered by the Instructional Review Committee. The committee will make a recommendation to the School Board, which will make a decision whether to allow or remove the material in question. More information on the reconsideration of materials process is available in BP 6161.1 Selection and Evaluation of Instructional Materials.

Appealing disciplinary decisions

If a parent/guardian or student of legal age wishes to appeal a disciplinary decision resulting in a suspension of 10 days or more, they may fill out the E 5144.11(a) Notice of Appeal form, available online as part of District policy, and submit it to the school principal. More information on the appeal process is available in the Parent Student Handbook in the Discipline section, and BP 5144.1 Suspension and Expulsion.

Appealing activities infraction decisions

The Kenai Peninsula Student Activities Association (KPSAA) governs student participation in cocurricular activities. The KPSAA policy on due process is BP and AR 5144.11 Due Process.