

Attention Parents



PUBLIC COMPLAINTS ABOUT SCHOOL MATTERS OR PERSONNEL

Whenever a complaint is made directly to the board as a whole or to a board member as an individual, it shall be referred to the school administration for study and possible solutions. The following guidelines are the proper procedure to be followed by persons with questions or complaints:

1. Matters concerning a student should first be addressed to the **teacher**.
2. Unsettled matters from (1) above or problems and questions concerning individual students should be directed to the **principal** of the school.
3. Unsettled matters from (2) above or problems and questions concerning the system should be directed to the **superintendent**.
4. 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 in terms of the complaints** that have not been explored at the appropriate administration level.
5. If it appears necessary, the administration, the person who made the complaint, or the employee involved may request an executive session of the Board for the purpose of further study and decision by this body. Generally all parties involved, including the school administration, shall be asked to attend further explanations, and clarifying of the issues. Hear-say and rumor shall be discounted as well as emotional feelings except those directly related to the facts of the situation.

PARENTS RIGHT TO KNOW

Do parents have the right to know the qualifications of the educational staff working with their child?

Yes. Title I Part A, Section 1111 (h) (6) specifies the following requirement. At the beginning of each school year, any district that receives Title I funds must notify the parents of each student attending a Title I school that the parents may request information regarding the professional qualifications of the student's classroom teachers. The district will provide a response to the parents' request in a timely manner.

The information must include, at minimum, the following:

- i. Whether the teacher has met State qualification and licensing criteria for the grade levels and subject areas in which the teacher provides instruction.
- ii. Whether the teacher is teaching under emergency or other provisional status through which State qualification or licensing criteria have been waived.
- iii. The baccalaureate degree major of the teacher and any other graduate certification or degree held by the teacher, and the field of discipline of the certification or degree.
- iv. Whether the child is provided services by paraprofessionals and, if so, their qualifications.

Parents may also request information on the level of achievement of their child in each of the State academic assessments and timely notice that their child has been assigned, or has been taught for four or more consecutive weeks by, a teacher who is not highly qualified.

The notice and information provided to parents must be in an understandable and uniform format and, to the extent practicable, provided in a language that the parents can understand.