

| <b>Standard Operating Procedure Outline</b>   |  |                      |                                |
|---|--|----------------------|--------------------------------|
| Category:   | <b>Instructional Management</b>                                | Department           | <b>Leadership and Learning</b> |
| Procedure:  | <b>Complaints Procedure for Media and Materials in Schools</b> |                      |                                |
| Policy Reference # : IM 4.134   | Version: 1.1<br>Update: 1/6/2010                               | Date: March 11, 2013 |                                |
| <b>Operational Objective(s)</b>   |  |                      |                                |
| <ul style="list-style-type: none"> <li>This procedure serves to inform parents of the process used when they have a complaint about media/materials used in schools</li> </ul>  |  |                      |                                |
| <b>Procedure</b>  |  |                      |                                |
| <p><b>A. School Level Responses (Level 1)</b></p> <p>The staff member receiving a complaint regarding media/materials used in schools shall try to resolve the issue informally. The staff member will follow the following procedural steps:</p> <ol style="list-style-type: none"> <li>The principal will be informed that a complaint has been made and the nature of the complaint.</li> <li>During a meeting with the complainant, the principal will hear the complaint and explain the District's selection procedure, criteria, and qualifications of those persons selecting the material. The principal will take appropriate follow-up measures including a conference with the educator(s) involved.</li> <li>Within a week of the complaint, the principal will contact the complainant(s) and share the particular place the media/material in question occupied in the educational program, its intended educational usefulness, and additional information regarding its use. The complainant(s) will be assured that his/her child does not have to continue using the medium.</li> <li>If the complainant(s) wants the material withheld only from his/her child, the child will be provided with an alternative learning experience without penalty. If this consideration satisfies the complainant(s) no further processing of the request is necessary.</li> </ol> <p>If the complainant(s) is not satisfied and/or desires the complete withdrawal of the medium, the complainant(s) will be informed that a formal complaint form, <b>REQUEST FOR RECONSIDERATION OF MEDIA/MATERIALS-PRINT AND NONPRINT</b>, is available and must be completed and returned to the principal.</p> <p><b>B. Central Office Level Response (Level 2)</b></p> <ol style="list-style-type: none"> <li>The completed form, "REQUEST FOR RECONSIDERATION OF MEDIA/MATERIALS-PRINT AND NONPRINT", will be forwarded to the Chief Academic Officer of Metro Schools by the principal. The Chief Academic Officer of Metro Schools will officially acknowledge the receipt of the complaint form within five (5) business days to the complainant(s). The Chief Academic Officer of Metro Schools will appoint a three (3) member Media/Materials consideration committee.</li> <li>Committee members may change depending on the nature of the complaint. The purpose of the committee will be to reevaluate the challenged media/material.</li> <li>Within seven (7) business days, the Chief Academic Officer of Metro Schools will notify members of the Media/Materials Consideration Committee and provide them with a copy of the challenged media/material for review.</li> </ol> |  |                      |                                |

4. The procedure for the committee will be as follows:

4.1 After a review period of seven (7) business days, the Chief Academic Officer will convene the committee for a meeting to reevaluate the media/material that has been formally challenged. The Chief Academic Officer, as an official of the District may act as secretary to the committee or appoint a designee. The secretary will be responsible for keeping the status of the complaint as it is taken through the committee review process.

4.2 The complainant(s) will be given an opportunity to attend the meeting and explain and expound on the complaint.

4.3 The committee will then make its decision in private. The main criterion for final decision is the appropriateness of the material for its intended educational use. A simple majority vote will determine the decision.

4.3.1 The committee's final decision may be that the material:

1. Continue for general circulation
2. Be moved to a higher or lower grade level
3. Be completely withdrawn from use by students

5. The Chief Academic Officer will report the committee's decision within five (5) business days after receiving the decision to the complainant(s) and the Director of Schools. Access to challenged materials will not be restricted in the general school population during the reevaluation. The complainant(s) may request that his/her child be assigned alternative materials during the reevaluation process.

#### **Performance Measure/Accountability**

- Continuous evaluation of procedure to ensure efficiency and compliance with all regulations