



## North Slope Borough School District

# Problems, Concerns, or Complaints in the North Slope Borough School District

### Problem Solving

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. School Board policy BP 1312.1 governs the complaint process, and it is addressed in the Parent Student Handbook, in the Complaints Concerning School Personnel section.

Often when we are concerned about our 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.

### 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. If the problem is in a school, contact the principal or assistant principal. If the problem involves a principal, contact the Superintendent.

### Written Complaints

A written complaint form, E1312. 1 (1a-1b), is available online as part of School Board policy. Written complaints regarding District personnel should be filed with the person's immediate supervisor. If the complaint is against a principal or District administrator, the complaint form should be filed with the Superintendent or Assistant Superintendent. If the complaint is against the Superintendent, the form should be filed with the School Board President.

### 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 a Request for Reconsideration for Instructional Materials form, E 1312.2(a), available online. The form should be submitted to a principal, and the Instructional Review Committee will consider the complaint. 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 School Board policy, section 6161.1.