

Community Relations

Public Complaints

The CREC Council welcomes comments and suggestions for improvement from the citizens it serves. Constructive criticism is welcome whenever it is motivated by a sincere desire to improve the quality of the educational program or to allow the schools to do their tasks more effectively.

The CREC Council has confidence in its professional staff. Therefore, whenever a complaint is made directly to the CREC Council as a whole or to a Council member as an individual, it will be referred promptly to administration for handling in accordance with established procedures.

Complaints shall be handled and resolved as close to their origin as possible. Although no member of the community shall be denied the right to petition the CREC Council for redress of a grievance, the Council will ordinarily not consider or act upon complaints for which specific resolution procedures have been established that do not include Council review; or complaints that have not been processed at the appropriate level, with the exception of complaints that concern Council actions or operations. When the Council hears a complaint, the Council shall make a decision which shall be sent to all interested parties. The Council's decision is final.

Neither the CREC Council nor the administration is required to act on any anonymous complaint.

- (cf. 1220 - Citizens' Ad Hoc Advisory Committees)
- (cf. 5145.2 - Freedom of Speech/Expression)
- (cf. 6144 - Controversial Issues)
- (cf. 6161 - Equipment, Books, Materials: Provision/Selection)

Legal Reference: *Keyishian v. Board of Regents* 385 U.S. 589. 603 (1967)
 President's Council, District 25 v. Community School Board No. 25 457
 F.2d 289 (1972). cert/ denied 409 U.S. 998 (1976)
 Minarcini v. Strongsville City School District, 541 F. 2d 577 (6th Cir. 1976).
 Board of Education, Island Trees Union Free School District No. 26 v.
 Pico, 457 U.S. 853 (1982).
 Academic Freedom Policy (adopted by Connecticut State Board of
 Education, 9/9/81).
 Connecticut General Statutes

Policy adopted: November 17, 2004
 Policy revised: June 15, 2016

CAPITOL REGION EDUCATION COUNCIL
 Hartford, Connecticut

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All complaints - with the exception of harassment complaints and complaints regarding instructional materials - shall be resolved at the lowest level possible, with the person most directly involved with the issue. Harassment complaints shall be processed in accordance with Policies/Regulations 4118.112/4218.112, 4118.113/4218.113 and 5145.5. Instructional material complaints shall be processed in accordance with Policy/Regulation #6161.

Complaints must be in writing and signed by the complainant, and contain the following information:

- The nature of the complaint
- Date(s) of initial complaint(s)
- Recap of action(s) taken and reasons for continuing concern(s)
- Desired resolution
- Contact information

Anonymous complaints will not be considered or acted

upon. The proper channeling of complaints is as follows:

1. Teacher or department supervisor
2. Principal or division director
3. Superintendent/executive director
5. CREC Council

The appropriate staff person shall acknowledge receipt of a complaint either verbally or in writing, and then investigate the complaint and provide written findings and recommendations for resolution within a reasonable period of time.

If the complainant is not satisfied with the findings or recommendations, the complainant may request review by the next level of authority. Review by the CREC Council may be requested only if all other remedies have been exhausted and the complaint cannot be satisfactorily resolved.

Regulation issued: March 16, 2016

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