

# POLICY GUIDE

COMMUNITY

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Public Complaints and Grievances

Nov 25

[See POLICY ALERT No. 236]

## 9130 PUBLIC COMPLAINTS AND GRIEVANCES

**The Board of Education shall establish procedures for the hearing and settlement of** ~~Any person or group having a legitimate interest in the schools of this district may present a request, suggestion, or complaints concerning district staff members personnel, the educational program, instructional or resource materials, or the operations of the district.~~ **Complaints regarding library material as defined in N.J.S.A. 18A:34A-3 shall be addressed in accordance with Policy and Regulation 2535.** ~~The Board directs the establishment of procedures for the hearing and settlement of requests and complaints shall that provide a means for resolving complaints them fairly and impartially, and permit appropriate resolution redress, and protect district personnel from unnecessary harassment.~~

**The grievance procedure outlined in Regulation 9130 shall not be utilized by a district staff member or Board member unless the district staff member or Board member is doing so in their capacity as a parent of a student currently enrolled in the district.**

~~When a Board member is confronted with a complaint concerning district staff members, the educational program, instructional or resource materials, or the operations of the district an issue, the Board member he/she will withhold comment, commitment, and/or opinion and refer the complaint or inquiry to the Superintendent in accordance with N.J.S.A. 18A:12-24.1.j., who shall review the complaint in accordance with Regulation 9130 according to established procedures.~~

~~Only in those cases where satisfactory adjustment cannot be made by the Superintendent and the staff shall communications and complaints be referred to the Board for resolution.~~

**Any misunderstandings or disputes between the public and school district staff members should, whenever possible, be settled by direct, informal discussions among the interested parties. It is only when such informal meetings fail to resolve differences that more formal procedures shall be employed. A complaint about a school program or personnel should be addressed to the Building Principal; a complaint about instructional or resource materials should be addressed to the Superintendent.**



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~~The Superintendent shall establish P~~rocedures for the **resolution** hearing of requests and complaints regarding district **staff members** personnel, the educational program, instructional and resource materials, and the operations of the school district **shall**. Procedures will be governed by **Regulation 9130**. the following guidelines:

1. ~~The matter will be resolved initially, wherever possible, by informal discussions between or among the interested parties.~~
2. ~~A matter that cannot be resolved informally may be appealed at successive levels of authority, up to and including the Board of Education.~~
3. ~~The complaint and its immediate resolution be reduced to writing at the first and at each successive level of appeal.~~
4. ~~A reasonable period of time, not to exceed \_\_\_\_\_ working days, will be permitted for the filing of an appeal in writing at each successive level. A decision at each level of appeal must be rendered no later than \_\_\_\_\_ working days after the appeal is filed, except that the Board shall have thirty calendar days to make its decision.~~
5. ~~In the case of complaints about instructional or resource materials, the initial complaint must set forth in writing the author, title, and publisher of the materials as well as those specific portions of the material or the work to which objection is taken; the complainant's familiarity with the work; the reasons for the objection; and the use of the work in the schools. The Superintendent shall appoint a committee of professional staff members and community representatives to review the challenged material against the standards for the selection of resource materials established by Board policy. The committee will report its findings to the Board. No challenged material may be removed from the curriculum or from a collection of resource materials except by action of the Board of Education, and no challenged material may be removed solely because it presents ideas that may be unpopular or offensive to some. Any Board action to remove material will be accompanied by the Board's statement of its reasons for the removal.~~



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6. ~~A complainant shall be notified that a decision of the Board may be appealed to the Commissioner of Education.~~

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