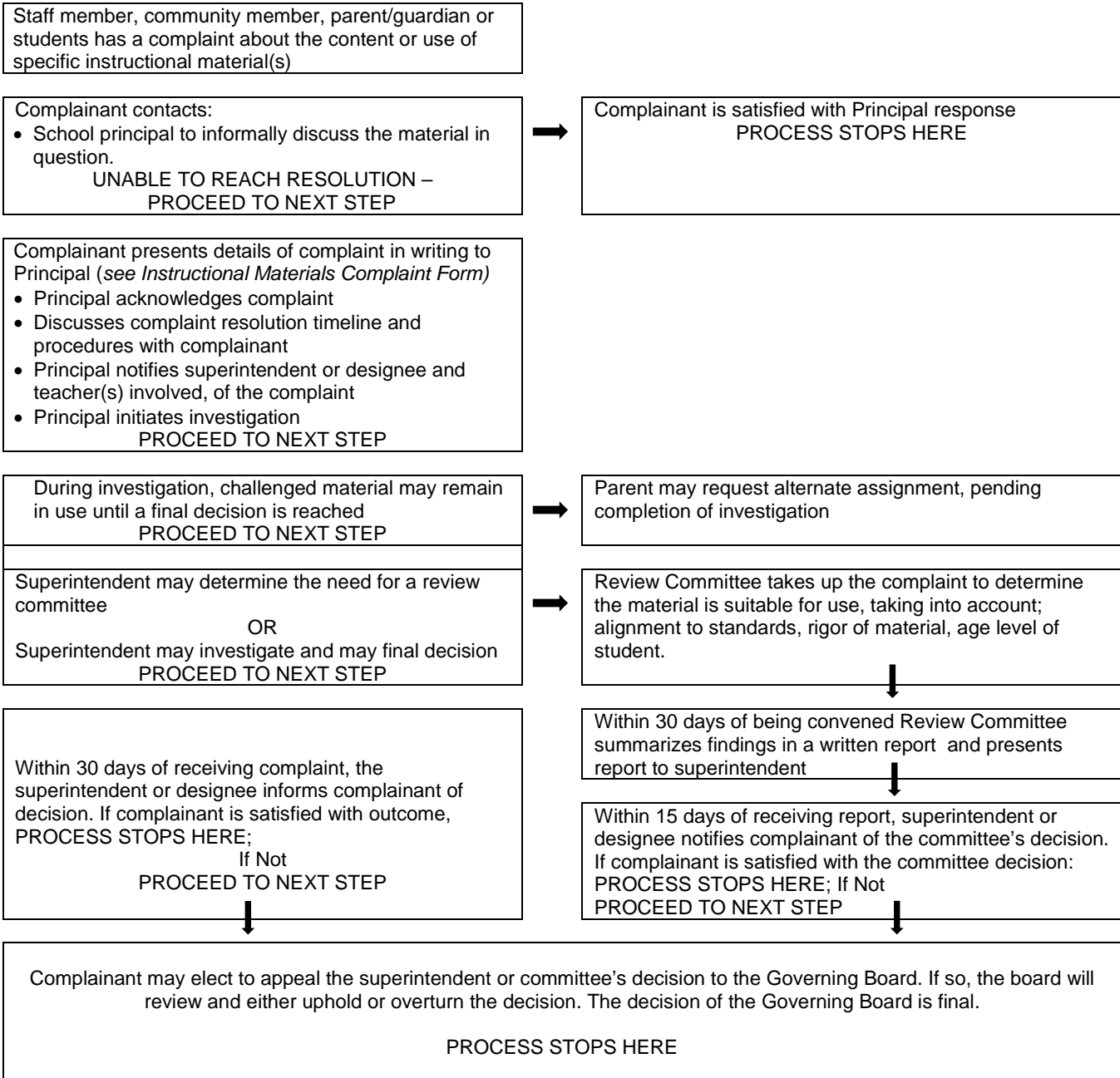


# Complaints Concerning Instructional Materials - Flow Chart

## SUSD Exhibit No. 1312.2 (1)

This flow chart outlines procedures for complaints **NOT** included in the Williams Uniform Complaint Process. To be used when the content of the materials is the source of the complaint.

*This document is intended to summarize the process and steps for seeking resolution to complaints concerning the use of instructional materials*



Staff member, community member, parent/guardian or students has a complaint about the content or use of specific instructional material(s)

Complainant contacts:  
 • School principal to informally discuss the material in question.  
 UNABLE TO REACH RESOLUTION –  
 PROCEED TO NEXT STEP

Complainant is satisfied with Principal response  
 PROCESS STOPS HERE

Complainant presents details of complaint in writing to Principal (*see Instructional Materials Complaint Form*)  
 • Principal acknowledges complaint  
 • Discusses complaint resolution timeline and procedures with complainant  
 • Principal notifies superintendent or designee and teacher(s) involved, of the complaint  
 • Principal initiates investigation  
 PROCEED TO NEXT STEP

During investigation, challenged material may remain in use until a final decision is reached  
 PROCEED TO NEXT STEP

Parent may request alternate assignment, pending completion of investigation

Superintendent may determine the need for a review committee  
 OR  
 Superintendent may investigate and may final decision  
 PROCEED TO NEXT STEP

Review Committee takes up the complaint to determine the material is suitable for use, taking into account; alignment to standards, rigor of material, age level of student.

Within 30 days of receiving complaint, the superintendent or designee informs complainant of decision. If complainant is satisfied with outcome, PROCESS STOPS HERE;  
 If Not  
 PROCEED TO NEXT STEP

Within 30 days of being convened Review Committee summarizes findings in a written report and presents report to superintendent

Within 15 days of receiving report, superintendent or designee notifies complainant of the committee's decision. If complainant is satisfied with the committee decision: PROCESS STOPS HERE; If Not PROCEED TO NEXT STEP

Complainant may elect to appeal the superintendent or committee's decision to the Governing Board. If so, the board will review and either uphold or overturn the decision. The decision of the Governing Board is final.  
 PROCESS STOPS HERE