

**PUBLIC CONCERNS / COMPLAINTS
ABOUT FACILITIES AND SERVICES**

The Superintendent shall establish procedures to be used by citizens who have complaints about ASDB facilities and services. Such procedures shall provide for administrative review of such complaints and, further, shall provide for Board review at the request of the complainant if the matter is not resolved by administrative review.

Adopted: May 3, 2007

LEGAL REF.: A.R.S. 15-1325
 15-1326
 29 U.S.C. 794 Rehabilitation Act of 1973, (Section 504)

PUBLIC CONCERNS / COMPLAINTS ABOUT FACILITIES AND SERVICES

Citizens who have complaints about ASDB facilities and services may register such complaints with the site Principal/Director.*

Required information concerning complaint:

- Name(s) of person(s) making the complaint.
- Whether the person(s) represents an individual or group.
- Whether the person(s) making the complaint has discussed the problem with the site Principal/Director.
- A summary of the complaint and suggested solution.

Processing of complaint:*

- *Level 1.* The complaint shall be presented in writing, with a suggested solution, to the Principal/Director for the affected site. Five (5) working days will be allowed for a reply.
- *Level 2.* If a satisfactory response is not received within five (5) working days, a copy of the complaint may be forwarded to the Superintendent, who will have ten (10) working days to reply.
- *Level 3.* If a satisfactory response is not received within ten (10) working days, a copy of the complaint may be forwarded to the Board for its consideration. Consideration as to the disposition of the complaint will be given within thirty (30) days.

*If the matters of concern are eligibility and related procedures, procedural safeguards, or provision of a free and appropriate public education, the matter may be referred at any juncture in the procedure to the appropriate compliance coordinator.

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Complainant _____

Representing _____

Date of presentation _____

School (if appropriate) _____

Prior contacts with the site Principal/Director or teacher

Statement of complaint:

Action requested:

Signature _____