# SCHOOL-COMMUNITY RELATIONS

## Public Suggestions and Concerns

The School Board is interested in receiving suggestions and concerns from members of the community. Any individual may make a suggestion or express a concern by contacting any District, School office, or Board member. Community members who e-mail the District or any District employee or board member are expected to communicate in an appropriate manner and limit their communications to relevant individuals.

Board of Education members that receive suggestions or concerns from staff, students, and community members shall respond to those in a manner that a) informs the individual of the rights and avenues for communication with the Board and administration and, b) encourages communication at the appropriate levels for effective problem solving as indicated in Board Policy 251. Suggestions and/or concerns will be referred to the appropriate level staff member or District administrator who is most able to respond in a timely manner. Each concern or suggestion shall be considered on its merit.

An individual who is not satisfied may file a grievance under the *Uniform Grievance Procedure*. The Board encourages, but does not require, individuals to follow the channels of authority prior to filing a grievance. Neither this policy nor the *Uniform Grievance Procedure* create an independent right to a hearing before the Board.

LEGAL REF.: 115 ILCS 5/14(c-5), Ill. Educational Labor Relations Act.

**APPROVED: JUNE 9, 2020**
**RE-ADOPTED: APRIL 11, 2023**
**RE-ADOPTED: OCTOBER 21, 2025**