

**POLICY #10500**  
**PUBLIC REQUESTS AND/OR COMPLAINTS**

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The Surrey Board of Education recognizes the rights of individuals or groups to present requests and/or complaints, through appropriate channels, concerning the school district's operation or district policy.

The board's goal is to ensure that such requests and/or complaints are dealt with in an expeditious, fair and thorough manner.

The secretary-treasurer is directed to ensure that procedures are in place to accomplish this goal.

*Revised:* 2000-10-12  
1987-11-26  
*Adopted:* 1982-06-21