

HAMPTON TOWNSHIP SCHOOL DISTRICT

SECTION: COMMUNITY

TITLE: PUBLIC COMPLAINTS

ADOPTED: June 23, 2004

REVISED:

906. PUBLIC COMPLAINTS	
1. Authority	<p>Any parent/guardian, resident or community group shall have the right to present a request, suggestion or complaint concerning district personnel, programs, or operations of the district. At the same time, the Board has a duty to protect its staff from unnecessary harassment. It is the Board's intent to provide a fair and impartial manner for seeking appropriate remedies.</p> <p>Any misunderstandings between the public and the school district shall be resolved by informal, direct discussions among the interested parties, following the established organizational structure. Only when informal meetings fail to resolve the differences shall more formal procedures be employed.</p>
2. Delegation of Responsibility	<p>Any requests, suggestions or complaints directed to individual Board members and/or the Board shall be referred to the Superintendent for consideration and action. If further action is warranted, based on the initial investigation, such action shall be in accordance with established guidelines.</p>
3. Guidelines	<p><u>Matters Regarding School Personnel</u></p> <p>Constructive criticism of the school is welcome when it is motivated by a sincere desire to improve the quality of the educational program and to equip the school to perform its task more effectively.</p> <p>The Board trusts its employees and wishes to support their actions in such a manner that employees are free from spiteful, or negative criticism and complaints.</p> <p>First Level - A matter specifically directed toward a district staff member shall be addressed initially to the concerned employee, who shall discuss it with the complainant and make every effort to provide a reasonable explanation or take appropriate action within the employee's authority.</p> <p>As appropriate, the staff member shall report the matter and the resolution to the building principal or immediate supervisor.</p>

Second Level - If the matter cannot be resolved satisfactorily at the first level, it shall be discussed by the complainant with the building principal or the employee's immediate supervisor.

Third Level - If a satisfactory solution is not achieved by discussion with the building principal or immediate supervisor, a conference shall be scheduled with the Superintendent or designee. The principal or supervisor will provide to the Superintendent or designee a report that includes the specific nature of the complaint, and a brief statement of relevant facts, how the complainant has been affected adversely, the action requested, and the reasons why such action should be taken.

Fourth Level - Should the matter not be resolved by the Superintendent or designee or is beyond his/her authority and requires Board action, the Superintendent or designee shall provide the Board with a complete report.

Final Level - The Board, after reviewing all material relative to the case, shall provide the complainant with its written decision and may grant a hearing before the Board or a committee of the Board.

The complainant shall be advised of the Board's decision, in writing, no more than ten (10) days following the hearing.

In the event there appears to be a lack of communication when parents/guardians, residents, or members of the community transmit requests, suggestions or complaints through established guidelines, the order of involvement should proceed to the Board as quickly as possible.

Matters Regarding A Program or Operation

A request, suggestion, or complaint relating to a matter of district or school policy, procedure, program or operation shall be addressed initially to the building principal or the department head who is directly concerned and then brought to higher levels of authority in the manner prescribed in this policy.

Matters Regarding Student Progress and Well-Being

In the case of a complaint directed toward this area, the guidelines specified in this policy shall be followed.

Matters Regarding Instructional Materials

In order to assist the Board with an impartial review of instructional materials, the Board shall establish a review committee to evaluate requests, suggestions, or complaints of instructional materials.

The review committee shall consist of at least six (6) persons, including one (1) principal, one (1) librarian, one (1) teacher and three (3) citizens appointed by the Superintendent in conjunction with the Administrative Council.

The review committee may also serve in an advisory capacity when requested by a principal or librarian through the Superintendent.

All appointments to this committee shall be for one (1) school year.

The names of all committee members shall be submitted by the Superintendent to the Board for approval within one (1) month of the members' appointment to the committee.

Procedure -

The individual initiating a request for review of instructional materials must submit a written request to the building principal on the designated form.

The review committee shall read and evaluate the material in question, and recommend a solution to the Superintendent.

The Superintendent shall evaluate the evidence/recommendation, and render a decision in writing. If the decision is not satisfactory to the originator of the request, the decision may be appealed to the Board. The Board will render a decision, which shall be final.