Public Complaints

Policy Information

Series K - Community Relations

Public Complaints
Policy # KE

FILE: KE

PUBLIC COMPLAINTS

Although no member of the community will be denied the right to bring their complaints to the School Committee, they will be referred through the proper administrative channels for solution before investigation or action by the Committee. Exceptions will be made when the complaints concern Committee actions or Committee operations only.

The Committee believes that complaints are best handled and resolved as close to their origin as possible, and that the professional staff should be given every opportunity to consider the issues and attempt to resolve the problem prior to involvement by the Committee. Therefore, the proper channeling of complaints involving instruction, discipline, or learning materials will be as follows:

1. Teacher
2. School building administrator
3. Superintendent
4. School Committee

If a complaint, which was presented to the Committee and referred back through the proper channels, is adjusted before it comes back to the School Committee, a report of the disposition of the matter will be made to the Committee and then placed in the official files.

Matters referred to the Superintendent and/or School Committee must be in writing and should be specific in terms of the action desired.

The School Committee expects the professional staff to receive complaints courteously and to make a proper reply to the complainant.

Policy References:
603 CMR 26.09 and 26.10

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