

## PARENT/GUARDIAN COMPLAINT POLICY

### Policy Statement

Parent/Guardian complaints should be made to the teacher and then to the building principal in accordance with the subject matter of the issue. If the complaint is not resolved at the building level or is not related to that level, and does not already have a complaint procedure, such as a transportation issue, the parent may communicate in letter form, the nature of the complaint, suggested redress, and the history of staff reaction to the complaint. The letter should be sent to the Superintendent of Schools, who will acknowledge receipt of the complaint and who will conduct an independent review. The decision of the Superintendent shall be final unless otherwise mandated by the law. Notification of this decision will be made in writing, with a copy to the Trumbull Board of Education. If the Board disagrees with the Superintendent's decision, the Board may review the original complaint with the Superintendent.

Adopted: 08/30/61  
Revised: 06/20/89, 02/04/91,  
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