

PUBLIC CONCERNS AND COMPLAINTS

1. Initial Communication

A member of the public with a concern or complaint should first try to resolve the matter directly and informally at the school or with the appropriate non-school based administrator (for matters not originating in the school).

2. Review

If the matter cannot be resolved informally at the initial level, the complainant should submit a written statement describing his concerns in a clear, specific and detailed manner and submit it to the building principal or the appropriate non-school based administrator.

This official shall investigate the facts and attempt to facilitate a solution.

The issue shall be resolved within ten school days from receipt of the written statement, unless the parties involved mutually agree to extend that period.

3. Appeal

If the issue has not been resolved to the complainant's satisfaction, he may submit a written appeal within ten school days to the Executive Director of Student Achievement Services. This director, or another appropriate director he designates, will meet with the parties involved, attempt to find a satisfactory solution, and attempt to resolve the issue within ten school days. The complainant will receive a written response within twenty school days.

The complainant may appeal this response to the superintendent within ten days of receiving it. If the appeal should reach the superintendent, he shall review all the written documents, may meet with any or all of the individuals involved, and shall notify the complainant in writing of his decision within twenty school days.

4. Appeal to the Board

If the issue is still not resolved to the complainant's satisfaction, he may submit a written appeal within ten school days to the Board of Education. The Board has the discretion to accept or reject the superintendent's resolution of the complaint.

If the Board rejects the superintendent's decision, it will hear the matter at the first regular session falling ten school days after the appeal has been filed, so that it will have an opportunity to read the written documents.