

## **SUBJECT: PUBLIC COMPLAINTS**

Constructive criticism of the schools will be welcomed by the Board when it is motivated by a sincere desire to improve the quality of the educational program or to equip the schools to do their tasks more effectively. Although no member of the community will be denied the right to bring concerns to the Board, he/she will be referred through the proper administrative channels for solution before investigation or action by the Board.

The Board believes that concerns or complaints by citizens regarding any facet of the school operation are best handled and resolved as close to their origin as possible, and that the staff should be given every opportunity to consider the issue and attempt to resolve problems prior to Board involvement. Therefore, the proper channeling of complaints will be as follows:

- a) teacher or other staff member
- b) school building administrator or other supervisor
- c) superintendent
- d) board of education

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

Concerns registered directly to the Board as a whole or to an individual Board member shall be referred as soon as is reasonably possible to the Superintendent or to the appropriate administrator for investigation, report, and/or resolution. Individual Board members will refrain from expressing any judgment until such complaint is submitted to the entire board. The board expects the staff to receive concerns courteously and to make a proper reply to the complainant.

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

Adopted: 7/10/2001

Revised: 2/8/2011

Reviewed by Superintendent and Assistant Superintendent for Business Services on 10/2/2023 with no recommended changes; BOE agreed and approved at their 10/10/2023 BOE meeting.