

<i>Policy</i>	<i>Title</i>	<i>Code</i>
	PUBLIC COMMENTS OR COMPLAINTS	KE

HOLLISTON

No member of the community will be denied the right to bring their comments or complaints to the Holliston School Committee. However, with the exception of comments or complaints relative to the budget, the Superintendent’s evaluation, policy development, or collective bargaining, the Committee will refer all other comments or complaints to the proper administrative channels for resolution.

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, an update of the disposition of the matter will be made to the Committee.

Complaints about school personnel will be investigated fully and fairly. However, before any such complaint is investigated, the complainant must submit their complaint in writing. Anonymous complaints may be forwarded to an appropriate authority or disregarded.

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

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

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