CHESTER BOARD OF EDUCATION **FILE CODE: 1312**
Chester, New Jersey **_____ Monitored**
_____ Mandated
Policy **__X__ Other Reasons**

COMMUNITY COMPLAINTS AND INQUIRIES

The Chester Board of Education welcomes inquiries about and constructive criticism of the district's programs, equipment, operations and personnel.

The chief school administrator shall develop procedures to investigate and solve problems promptly, and to provide accurate factual information in answer to inquiries. Such procedures shall conform to state law and applicable negotiated agreements.

Parents/guardians and students will be informed of the proper avenues to follow in the individual school.

When a board member is confronted with an issue, he/she will withhold comment, commitment and/or opinion and refer the complaint or inquiry to the chief school administrator.

Only in those cases where satisfactory adjustment cannot be made by the chief school administrator and the staff shall communications and complaints be referred to the board of education for resolution.

All signed complaints shall be acknowledged promptly.

Adopted:	August 2, 1977
Revised:	May 11, 2004
NJSBA Review/Update:	August 2008, August 2016, September 2018
Readopted:	April 27, 2009, September 17, 2018, August 16, 2021, January 2024

Key Words

Community Complaints and Inquiries, Complaints, Inquiries

Legal References:	N.J.S.A. 10:4-6 et seq.	Open Public Meetings Act
	N.J.S.A. 18A:11-1	General mandatory powers and duties
	N.J.S.A. 18A:54-20	Powers of board (county vocational schools)
	N.J.S.A. 47:1A-1et seq.	Examination and copies of public records ("Open Public Records Act")

Possible Cross References:	
*1120	Board of education meetings
*3570	District records and reports
*4112.6	Personnel records
*4116	Evaluation
4148	Employee protection
*4212.6	Personnel records
4248	Employee protection
*5145.6	Student grievance procedure
*6144	Controversial issues
*6161.1	Guidelines for evaluation and selection of instructional materials
*6161.2	Complaints regarding instructional materials
*6163.1	Media center/library
*9010	Role of the member
*9020	Public statements
9123	Appointment of board secretary

*Indicates policy is included in the Critical Policy Reference Manual.