

Policy

COMMUNITY COMPLAINTS AND INQUIRIES

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

The superintendent 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.

Parents/guardians are encouraged to address concerns regarding their child(ren) to the teacher or other staff member most directly involved. If the concern is not resolved at this level, the parent/guardian may contact the principal. If after discussing the concern with the principal, there is no satisfactory resolution of the concern, the parent/guardian may contact the superintendent.

If the concern/complaint involves a more general or specific aspect of the school operations, the complainant may report the concern directly to the superintendent.

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

All signed complaints shall be acknowledged promptly.

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 superintendent. Any board member witnessing harassment, intimidation or bullying of a student or receiving a complaint regarding harassment, intimidation or bullying of a student shall report it the same day to the superintendent according to law and board policy 5131.1 Harassment, Intimidation and Bullying.

Adopted: September 24, 2007
NJSBA Review/Update: June 2014
Readopted: October 27, 2014

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-1 et seq. Examination and copies of public records (Open Public Records Act)

Possible

Cross References: *1120 Board of education meetings
*3570 District records and reports
*4112.6/4212.6 Personnel records

COMMUNITY COMPLAINTS AND INQUIRIES (continued)

*4116	Evaluation
4148/4248	Employee protection
*4216	Evaluation
*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.