

## **RSU #63**

- a. NEPN/NSBA Code:** **KE**
- b. Title:** **Public Concerns & Complaints**
- c. Author:**
- d. Replaces Policy:**
- e. Date Approved:** **05/22/2017 RSU #63**
- f. Previously Approved:** **10/06/2003**
- g. Policy Expiration:** **Review as Needed**
- h. Responsible for Review:** **Superintendent & Policy Committee**
- i. Date Reviewed:** **05/01/2017 Superintendent**  
**05/01/2017 Policy Committee**
- j. References:**
- k. Narrative:**

The RSU 63 Board of Directors (the Board) seriously take any public concern or complaint and direct the following processes to be utilized accordingly.

- I.** Complaints will be handled, recorded, investigated, and resolved as soon as possible to following their receipt.
- II.** Although no member of any community within the district will be denied the right to petition the Board for redress of a grievance, the proper channeling of complaints involving instruction, discipline, or learning materials should proceed from teacher to building principal or Special Services Director, and then to the Superintendent before coming to the Board. The Board may conduct its own investigation before deciding on any action.
- III.** Issues involving student transportation or school facilities should proceed from the building principal to the Director of Transportation/Facilities to the Superintendent before coming to the Board.
- IV.** Any complaint about district personnel will be investigated by the administration and sufficient information will be provided to the appropriate parties before any consideration and/or action is taken by the Board.
- V.** At all levels of the complaint process, district employees and administrators/directors are required to inform the person making the complaint of his/her right to appeal any decision to the next level. The Board is the final authority.
- VI.** This policy will not be utilized by district employees for matters of grievance relating to any term or condition of their employment. Such matters will be addressed through established contractual channels for grievances.
- VII.** Complaints concerning the Board's actions or operations are to be directed to the Board Chair in writing with a signature identifying the author. Sufficient information will be

submitted to members of the Board in order to reach a decision whether the complaint should be placed on the agenda for consideration.