

Book	Policy Manual
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SOUTH RIVER BOARD OF EDUCATION
South River, New Jersey

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Policy

	Monitored
	Mandated
X	Other Reasons

COMMUNITY COMPLAINTS AND INQUIRIES

The South River 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.

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.

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.

Complaints Alleging Violation of Federal Law

The South River Board of Education shall promptly address and resolve complaints presented by individuals or organizations claiming any violation by the district in the administration of educational programs required by the Elementary and Secondary Education Act, as amended by the Every Student Succeeds Act of 2015 (ESSA)

For purposes of addressing ESSA complaints, a "complaint" is defined as a written allegation that a school, school district, other agency authorized by a school district or the New Jersey Department of Education has violated the law in the administration of educational programs required by the ESSA. A complaint may be submitted in writing or electronically. If a complaint is submitted electronically, a hard copy should also be sent to the New Jersey Department of Education via regular mail. The complaint must identify the alleged ESSA violation, the facts supporting the alleged violation, and should include any supporting documentation.

Whenever possible the complainant shall resolve problems and disagreements by contacting the building or central administration (principal and/or the superintendent).

If efforts to resolve the problem through the district chain of command are not successful, complainants may submit a written complaint to the Department of Education, to the attention of the Middlesex executive county superintendent.

To initiate a complaint that the Department of Education has failed to adequately administer a program, a written complaint must be submitted to:

The Commissioner of Education
Bureau of Controversies and Disputes
New Jersey Department of Education
PO Box 500
Trenton, New Jersey 08625

United States Department of Education,
Office of Hearings and Appeals,
400 Maryland Avenue. SW,
Washington, DC 20202.

When a written complaint is received by the New Jersey Department of Education, the appropriate representative will issue a letter of acknowledgement to the complainant within ten business days of receipt of the complaint, including the date of receipt, a brief statement of the manner in which the complaint will be investigated, any additional information request, a tentative resolution date, and contact information for status updates.

In case of complaints to the New Jersey Department of Education, the executive county superintendent will coordinate the investigation, and will notify the complainant in writing of the outcome. If a violation is found, the Department of Education will impose the appropriate penalty. If the complainant is not satisfied with the decision of the New Jersey Department of Education, he or she may appeal that decision to the United States Department of Education at the above address.

Key Words

Community Complaints and Inquiries, Complaints, Inquiries

Legal

[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](#)

[N.J.S.A. 47 1A-1: Legislative findings, declarations.](#)

Last Modified by Louis Schimenti on January 17, 2018