PUBLIC CONCERNS AND COMPLAINTS

Understanding that members of the community shall have the right to petition the Board of Directors for redress of concerns or complaints, the Board establishes the following process:

I. Complaints

Parents, students or other citizens with complaints or concerns regarding any aspect of RSU #22 or an employee thereof shall be expected to seek a resolution at the lowest possible level. The only exceptions are complaints that concern School Board actions, operations or policy. Such complaints should be addressed to the Board Chair.

All complaints must adhere to the following protocol. If the person initiating the complaint refuses to meet with the relevant staff in a problem solving session the complaint will be dismissed. At each level the person initiating the complaint can expect an objective assessment of their complaint from the individual responsible for hearing the complaint. If the complaint cannot be resolved at the lowest applicable level, the person initiating the complaint may appeal the decision to the next level, as illustrated:

1. Staff
2. Principal
3. Superintendent of Schools
4. Board of Directors

If the complaint cannot be resolved at any lower level, it may be appealed to the Superintendent, in writing. If the complaint remains unresolved at the Superintendent's level, the person making the complaint may forward it in writing, including policy citation, to the Chair of the Board of Directors. A district appeal form will be made available. Upon receipt the Chair will request the Superintendent to forward all relevant information related to the complaint. The Chair and Vice Chair will determine whether the complaint will be considered by the full Board. Any disagreement between the Chair and Vice Chair will be referred to the Board.

II. Retribution Prohibited

Students, parents and educators should not expect nor participate in retribution because a question is raised or a complaint pursued. The Superintendent of Schools should be notified immediately and directly by a student, parent or employee of RSU #22 who believes retribution has taken place as a result of a complaint under this policy and the Superintendent shall take appropriate action.

Cross Reference:	Policy BEDB, Agendas Policy BCA, Board Member Code of Ethics
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