

Regulation

COMMUNITY COMPLAINTS AND INQUIRIES

General

The following guidelines are established to set a reasonable procedure for handling of parental criticism and complaints:

- A. The school continues to welcome constructive criticism through whatever medium when it is in accordance with their desire to improve the quality of the total educational program;
- B. All employees are entitled to the support of the school and should be protected against unnecessary spiteful, or non-constructive criticism and complaints;
- C. The superintendent will be available to hear any and all parent criticism and complaints;
- D. When a complaint concerning the general operation or program of the school is made, it must be made first to the building principal. In those cases where satisfactory adjustment cannot be made by the building principal communications and complaints shall be referred to the superintendent for resolution. General operation and/or program will include matters dealing with safety patrol, lunchroom procedures, building maintenance and safety, curriculum matters, etc.;
- E. Complaints concerning personnel of the school shall be made first to the building principal. In those cases where satisfactory adjustment cannot be made by the building principal communications and complaints shall be referred to the superintendent for resolution. Complaints concerning school administration shall be made directly to the superintendent;
- F. Complaints concerning classroom operations and questions that can be best addressed by the teacher shall be made first to the teacher directly involved with the matter. If a resolution cannot be made at the teacher level then the matter shall be brought to the building principal. In those cases where satisfactory adjustment cannot be made by the building principal communications and complaints shall be referred to the superintendent for resolution.
- G. Parents will be encouraged to place their complaints in writing.

District Personnel

- A. Complaints concerning district personnel need to be made clear and factual. Parents are encouraged, but not required to present all their concerns in writing, stating facts pertinent to the issue at hand;
- B. The building principal shall study the complaint and attempt to reach a solution. Employees will be given every opportunity for explanation, comment, and presentation of the facts. The building principal and staff member shall confer within 24 hours;
- C. Written documentation will be gathered by the building principal and kept in his/her office. All written documents will be kept on file and subject to review by the staff member involved and/or the personnel committee of the board;
- D. When it can be deemed of constructive value, the employee will be asked to deal directly with the parent via a conference, as soon as possible;

COMMUNITY COMPLAINTS AND INQUIRIES (regulation continued)

- E. Complaints made directly to the board as a whole or to a board member as an individual, shall be referred to the superintendent for study and follow-up procedures;
- F. When a citizen or employee feels that a satisfactory solution has not been resolved, a request to the board for an executive session of the board will be available. The purpose of this meeting will be to reach a mutually satisfactory solution.

The Educational Program

- A. Complaints concerning the district educational program need to be specific and directly related to the approved program. Parents are encouraged to present their concerns in writing, being as specific as possible;
- B. The building principal shall study the complaint and attempt to reach a solution. A review of the curriculum guides, district goals and objectives, the annual district assessment and any other necessary documentation, will be made during a conference with the parent;
- C. A brief summary of the terms covered in conference will be compiled by the building principal;
- D. Conferences with staff members directly related to the concerns raised will be encouraged;
- E. Complaints made directly to the board as a whole or to a board member as an individual shall be referred to the superintendent for study;
- F. When a citizen or employee feels that a satisfactory solution has not been achieved, a request to the board for a meeting of the board will be available. The purpose of the meeting will be to reach a mutually satisfactory solution;
- G. Teachers are encouraged to use the approved board-teacher association grievance procedure when and if applicable.

Note: The board shall hear as required by law any appeals made to the board for short and long term suspension, mandatory removal of students (drug/alcohol possession and weapons) and harassment, intimidation and bullying.

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