

COMMUNITY COMPLAINTS AND INQUIRIES

The board of education welcomes inquiries about and constructive criticism of the district's programs, equipment, operations and personnel.

The chief school administrator 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 pupils 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 chief school administrator.

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

All signed complaints shall be acknowledged promptly.

Date: January 10, 1984

Revised: 9/94

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 & duties

Possible Cross References:

*1120	Board of education meetings
*4112.6	Personnel records
*4116	Evaluation
4148	Employee protection
*4212.6	Personnel records
4248	Employee protection
*5145.6	Pupil 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.

PUBLIC COMPLAINTS

The Board of Education invites constructive criticism by all parents/guardians and residents of the district. It is also the policy of this district that the Board of Education supports the actions of its employees and protects them from unwarranted and unnecessary attack. Therefore, to ensure that all complaints are fairly treated and the interests of district employees guarded, the following procedures shall be followed:

- A. District officials and administrators will not entertain or consider communications or complaints from teachers, parents/guardians, or other citizens, but shall refer all such communications to the Superintendent.
- B. Individual Board members shall refer persons making complaints about the schools to the Superintendent.
- C. All complaints must be in writing, addressed to the Superintendent, who will arrange for a hearing. If the complaint concerns a teacher or a principal, the Superintendent will be available if his/her presence is desired; otherwise, his/her designee will represent him/her. All appropriate provisions of the current negotiated agreement regarding teaching staff notification, representation and rights will be applied.
- D. If no solution satisfactory to the complainant is forthcoming, the complainant may seek a hearing before the Board. The complainant shall state:
 1. The nature of the problem;
 2. The facts of the case;
 3. The persons/materials/facility involved;
 4. The recommended solution.



PUBLIC COMPLAINTS (continued)

A written statement must be submitted six calendar days before the next Board meeting, in order to be included on the agenda.

To prevent hasty, ill-considered action, the Board reserves the right, if the circumstances warrant it, to wait until the next regular meeting after the complaint is placed on the agenda before acting on same.

- E. All persons are cautioned that any person who upbraids, insults or abuses a district employee, in the presence or hearing of a pupil, is liable to appropriate legal action.

Date: January 10, 1984

Reviewed: 7/12/94