

PUBLIC CONCERNS AND COMPLAINTS

It is the School Committee's intention that concerns and complaints be handled and resolved as close as possible to their origin.

Although no member of the community shall be denied the right to request the School Committee to review a complaint, such complaints shall be referred back through the proper administrative channels for solution before any investigation or action by the School Committee. The only exceptions are complaints that concern School Committee actions or operations.

The proper channeling of complaints involving instruction, discipline or learning materials should proceed from the teacher to the building principal to the Superintendent. Should a complaint remain unresolved at the Superintendent level, the person may request that the School Committee consider the complaint at a School Committee meeting.

Any complaint about school personnel shall be investigated by the administration before consideration and action by the School Committee.

Cross Reference: BEDB – Agenda Preparation and Dissemination
 KE-E1 – Complaint Form
 KE-E2 – Citizen's Challenge of Educational Media Form

Adopted: April 27, 1999