

**COMMUNITY COMPLAINTS AND INQUIRIES**

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

The Superintendent or his/her designee 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 Superintendent or his/her designee.

Only in those cases where satisfactory adjustment cannot be made by the Superintendent or his/her designee and the staff shall communications and complaints be referred to the Board of Education for resolution.

All signed complaints shall be acknowledged promptly. No anonymous letters will be considered by the Board.

In carrying out this policy for the handling of complaints, the following procedures will be used:

- Neither the Board as a whole, nor any individual Board member, will entertain or consider communications or complaints from school employees, parents, students or other citizens but shall refer such communications to the Superintendent or his/her designee;
- Complaints and inquiries should be written, in as brief a form as possible, and sent to the Superintendent or his/her designee;
- The Superintendent or his/her designee will make every effort to resolve the problem with the person(s) immediately involved;
- When satisfaction has not been received at this level, the Board will accept complaints or inquiries submitted in writing;
- Persons requesting a hearing of the Board shall present their complaint or grievance in written form to the Board Secretary/Business Administrator in sufficient detail to permit a full understanding of the matter. After hearing the evidence submitted by the Superintendent or his/her designee, the Board will, if it deems advisable, grant a hearing to the interested parties;
- School employees who are employed under a bargaining unit contract shall follow

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INQUIRIES (cont.)**

**File Code: 1312**

- the provisions of that contract for the filing of complaints and/or grievances;
- Decisions regarding complaints and inquiries presented initially to the Board at a public meeting may be deferred, at the discretion of the Board.

It is hoped that the citizens of the community will make every effort to resolve problems involving teachers or administrators with the personnel involved. The Superintendent must be consulted on all matters involving school personnel and the community.

Date: November 13, 2007

Revised/Adopted: November 24, 2008

<b><u>Legal References:</u></b>	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 (county vocational schools)
	N.J.S.A. 47:1A-1et seq.	Examination and copies of public records (“Open Public Records Act”)

**Possible**

<b><u>Cross References:</u></b>	1120	Board of education meetings
	3570	District records and reports
	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