

Policy

COMMUNITY COMPLAINTS AND INQUIRIES

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

All complaints shall be treated fairly and shall be channeled in accordance with established district procedures. Parents/guardians and pupils shall be informed of such procedures.

The board of education will consider complaints at the board level only when resort to the supervisory chain of command has been exhausted and the employee whose action (decision, etc.) is involved in the complaint has been notified of the complaint.

He/she should withhold comment, commitment and/or opinion and inform the superintendent of the complaint.

The superintendent shall develop procedures to investigate complaints promptly, and to provide accurate factual information in answer to inquiries. Such procedures shall conform to state law and applicable negotiated agreements.

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

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Adopted: January 29, 2013
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Key Words

Community Complaints and Inquiries, Complaints, Inquiries

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 and duties
N.J.S.A. 18A:54-20 Powers of board (county vocational schools)
N.J.S.A. 47:1A-1 et seq. Examination and copies of public records (Open Public Records Act)

Possible

Cross References: *1120 Board of education meetings
*3570 District records and reports
*4112.6/4212.6 Personnel records
*4116 Evaluation
4148/4248 Employee protection
*4216 Evaluation
*5145.6 Student 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

COMMUNITY COMPLAINTS AND INQUIRIES (continued)

*9020	Public statements
9123	Appointment of board secretary

*Indicates policy is included in the Critical Policy Reference Manual.