PROCEDURE: PUBLIC COMPLAINTS ABOUT Personnel

Statement of Purpose:
Maple Run Unified School District (MRUSD) will endeavor to see that complaints about school personnel are considered in a timely manner that is fair to all parties. MRUSD places trust in their employees and desires to support their actions in such a manner that employees are freed from unnecessary, spiteful, or unjustified criticism or complaints, yet encourages parents and students to come forward with legitimate complaints.

Resolving Complaints:
1. The complainant shall be encouraged first to bring a complaint to the individual concerned.
2. If the problem cannot be resolved with the individual concerned, it should be brought to the attention of the immediate supervisor or administrator. The complaint should be in writing stating the issues and supporting facts. The individual employee involved shall be given every opportunity for explanation, comment, and presentation of the facts as he/she sees them.
3. If the issue is not resolved by involvement of the immediate supervisor, the complainant may refer the issue to the next person in the chain of command up to the level of Principal/Building Administrator for his or her review and decision. At the high school, there is broader chain of command and that is expected to be followed.
4. In the event the Principal’s review does not lead to a satisfactory resolution; the complainant may submit the issue to the Superintendent for review and decision.

In cases of alleged discrimination, or harassment, the complainant should follow the Harassment Hazing Bullying policy (C10).

Appeal to the Board:
If the above steps do not resolve the concern of the complainant, he/she may request a session of the Board for the purpose of reviewing the Superintendent's decision. If the School Board decides to hear the request of the complainant, it shall invite all parties involved including the appropriate school and
MRUSD administrators to attend a meeting for purposes of presenting facts, making
further explanations, and clarifying the issue. The Board shall conduct such meetings
in a fair and just manner and shall render a final decision. Any appeal to the Board
will take place during Executive Session.

If the complaint is about the Superintendent, the complainant should first talk to the
Superintendent. If it is not resolved, the complainant may go directly to the
Chairperson of the School Board. If not resolved at this level, the complaint will be
heard by the MRUSD Board.

It is the intent of the Board that the rights of employees under collective bargaining
agreements and Vermont law be protected through the administration of this policy.

Legal Reference(s): 16 V.S.A. §1752 (Suspension, dismissal)
1 V.S.A. §§310 et seq. (Open meetings)

Cross Reference: Harassment Hazing Bullying Policy (C10)