

PUBLIC COMPLAINTS

Although no member of the community will be denied the right to bring their complaints to the School Committee, they will be referred through the proper administrative channels for solution before investigation or action by the Committee. Exceptions will be made when the complaints concern School Committee actions or Committee operations only.

The School Committee believes that complaints are best handled and resolved as close to their origin as possible, and that the professional staff should be given every opportunity to consider the issues and attempt to resolve the problem prior to involvement by the Committee. Therefore, the proper channeling of complaints involving instruction, discipline, or learning materials will be as follows:

1. Teacher
2. School Principal
3. Superintendent
4. School Committee

Complaints about school personnel will be investigated fully and fairly. The complainant may be required to submit the complaint in writing. Anonymous complaints will be disregarded.

Matters referred to the Superintendent and/or School Committee must be in writing and should be specific in terms of the action desired.

The School Committee expects the professional staff to receive complaints courteously and to make a timely reply to the complainant.

APPROVED: December 11, 2006

AMENDED: January 23, 2012

AMENDED: November 13, 2018

CROSS REF.: BEDH, Public Participation at Committee Meetings

LEGAL REFS.: MG.L. 76:5
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