

## PUBLIC CONCERNS AND COMPLAINTS

This policy is intended to create a climate in the school where people are encouraged to bring complaints and concerns to the attention of school officials for resolutions. This policy will explain the responsibilities of the school personnel in handling the complaints/concerns. The School Committee believes that constructive criticism, when it is motivated by a sincere desire to improve the quality of our educational programs, assists school personnel to perform their responsibilities effectively. At the same time, the School Committee places trust in its employees and desires to support their actions in such a manner that employees are not subject to unnecessary, spiteful, or frivolous complaints.

- Complaints will be referred to the proper school decision maker for a resolution at the lowest possible level. The individual is strongly urged to communicate the concern to the teacher or other school employee whom the complaint is registered.
- If it is clearly inappropriate because of the nature or severity of the complaint, the person making the complaint may request a conference with the Principal/Superintendent to discuss the complaint. OR
- If the concern is not satisfactorily resolved at the teacher/ school personnel level, then the individual should address the complaint with the Principal/Superintendent.
- If the complaint remains unresolved at the Principal/Superintendent level, the individual should submit in writing their complaint to the School Committee for its consideration. The School Committee and the Superintendent will decide how best to address the complaint.

Complaints involving students or school personnel are not allowed to be handled at a School Committee meeting during public comment due to privacy issues.

This complaint policy may not be used by employees for employment matters. Such matters need to be processed through the grievance procedure, if any.

Cross Reference: BEDH - Public Participation at School Committee Meetings

April 25, 2023 - approved in 1st Reading

May 2, 2023 - approved in 2nd reading