

PUBLIC COMPLAINTS

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

The Committees believe 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 Committees. Therefore, the proper channeling of complaints involving instruction, discipline or learning materials will be as specified in the parent communication map.

If a complaint, which was presented to the Committees and referred back through the proper channels, is adjusted before it comes back to the School Committees, a report of the disposition of the matter will be made to the Committees and then placed in the official files.

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

The Committees expect the professional staff to receive complaints courteously and to make a proper reply to the complainant.

LEGAL REFS.: MG.L. 76:5