

PUBLIC CONCERNS AND COMPLAINTS

Non-personnel

Parents, students and/or other citizens with complaints or concerns regarding any aspect of Regional School Unit No. 18 shall be encouraged to seek a resolution at the lowest possible level. The only exceptions are complaints that concern School Board actions or operations. Such complaints should be addressed to the School Board Chair.

If the complaint cannot be resolved at the lowest level, the person initiating the complaint may appeal the decision to the next level (i.e., Principal, Special Education Director, Curriculum Coordinator).

If the complaint cannot be resolved at any lower level, it may be appealed to the Superintendent. If the complaint remains unresolved at the Superintendent's level, the person making the complaint may request that the matter be placed on the agenda of the next regular School Board meeting. The Superintendent/School Board Chair shall determine whether the complaint should be placed on the agenda.

At all levels of the complaint process, school employees are required to inform the person making the complaint of his/her right to appeal the decision to the next level.

Personnel

This policy is intended (1) to create a climate in the schools whereby persons are encouraged to bring complaints to the attention of school officials for resolution, and (2) to explain the responsibilities of school officials in handling complaints. The School Board 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 more effectively. At the same time, the School Board places trust in its employees and desires to support their actions in such a manner that employees not be subjected to unnecessary, spiteful, or frivolous complaints.

Complaints will be referred to the proper school decision maker for resolution at the lowest possible level. Generally, the first step will be to discuss the matter directly with the employee against whom the complaint is registered. If this is clearly inappropriate because of the nature or severity of the complaint, the person making the complaint may request a conference with the principal/immediate supervisor to discuss the complaint. The principal/immediate supervisor and/or his/her designee will look into the complaint and communicate with the person making the complaint. Privacy rights of all parties to the complaint will be respected.

If a complaint cannot be resolved at a lower level, it may be presented to the Superintendent. The person requesting the Superintendent's review must submit the complaint in writing, setting forth the specific facts on which the complaint is based and attaching all documents in support of the complaint.

The Superintendent will provide a copy of the written complaint to the person against whom the complaint is made.

REGIONAL SCHOOL UNIT NO. 18

File: KE

If a complaint remains unresolved at the Superintendent's level, the person making the complaint may request that the matter be placed on the School Board's agenda. The School Board chairperson in consultation with the school's attorney will decide whether the complaint will be placed on a School Board agenda. If a complaint is placed on an agenda, the Superintendent will invite the complainant and the person against whom the complaint is made to attend the meeting and will provide the School Board members with a copy of the complaint and supporting documents.

The School Board will determine the procedural rules for any meeting to hear a complaint. Any such meeting will be held in executive session. If a group submits a complaint that is placed on the School Board agenda, a delegation of no more than two individuals must be designated to represent the group and to present the complaint to the School Board.

This policy shall not be utilized by employees for employment matters or for matters or grievances relating to any term or condition of their employment. Such matters shall be addressed through established channels for grievances.

Cross Reference: BEDH – Public Participation at Board Meetings

Date of Adoption: May 28, 2009

Policies/RSU No. 18 Polices/K – School-Community Relations/KE – Public concerns and Complaints