

## 9130 PUBLIC COMPLAINTS AND GRIEVANCES

### A. Procedures

1. The Board of Education welcomes inquiries about and constructive criticism of the district's programs, equipment, operations and personnel.
2. Public complaints and inquiries concerning the administration and operation of the schools shall be directed to the Superintendent.
3. When a Board member is confronted with an issue, he/she will withhold comment, commitment and/or opinion and refer the complaint or inquiry to the Superintendent who shall develop guidelines to review criticism and inquires.
4. Only in those cases where satisfactory adjustment cannot be made by the Superintendent and the staff, communications and complaints shall be referred to the Board of Education for resolution.
5. All signed complaints shall be acknowledged promptly. No anonymous communications shall be considered by the Board.

### B. Complaints Concerning School Personnel

1. All complaints concerning school personnel shall be discussed first with the person concerned.
2. If a satisfactory solution cannot be reached, the person who makes the complaint shall refer it to the Principal, who will take appropriate action.
3. If the problem still remains unresolved, the person who makes the complaint shall discuss it with the Superintendent who will take further appropriate action.
4. After the above avenues are exhausted, and the person who makes the complaint feels it is necessary, the person may reduce the complaint to writing and present it to the Board of Education when it is meeting in regular session or a special meeting called for this purpose.



# POLICY

## MENDHAM TOWNSHIP BOARD OF EDUCATION

COMMUNITY

9130/Page 2 of 2

### PUBLIC COMPLAINTS AND GRIEVANCES

5. Student concern about apparent need for improvement within MendhamTownshipSchool will be handled in accordance with Board Policy.

Adopted: 25 February 2014

