
COMMUNITY COMPLAINTS AND INQUIRIES

The board of education welcomes inquiries about and constructive criticism of the district's programs, equipment, operations and personnel. The board has confidence in its professional staff and desires to support their actions in order that they be free from unnecessary, spiteful or negative criticism and complaint. When such issues are raised to the board of education, they will refer the matter to the chief school administrator for study and possible solution.

The chief school administrator shall develop procedures to investigate and solve problems promptly, and to provide accurate factual information in answer to inquiries. Such procedures shall conform to state law and applicable negotiated agreements.

Parents/guardians and pupils will be informed of the proper avenues to follow in the individual school.

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 chief school administrator.

Only in those cases where satisfactory adjustment cannot be made by the chief school administrator and the staff shall communications and complaints be referred to the board of education for resolution.

All signed complaints shall be acknowledged promptly.

Date:

First Adoption: October 19, 1988

Review Date: July 7, 2008

Revision and Adoption: August 28, 2008

Review Date: December 20, 2010

Revision and Adoption: January 27, 2011

Legal References:

<u>N.J.S.A.</u> 10:4-6 <u>et seq.</u>	Open Public Meetings Act
<u>N.J.S.A.</u> 18A:11-1	General mandatory powers and duties
<u>N.J.S.A.</u> 18A:54-20	Powers of board (county vocational schools)
<u>N.J.S.A.</u> 47:1A-1 <u>et seq.</u>	Examination and copies of public records ("Open Public Records Act")

Possible

Cross References:

1120	Board of education meetings
3570	District records and reports
4112.6	Personnel records
4116	Evaluation
4148	Employee protection
4212.6	Personnel records
4248	Employee protection
5145.6	Pupil grievance procedure
6144	Controversial issues
6161.1	Guidelines for evaluation and selection of instructional materials

6161.2 Complaints regarding instructional materials
6163.1 Media center/library
9010 Role of the member
9020 Public statements
9123 Appointment of board secretary

Key Words

Community Complaints and Inquiries, Complaints, Inquiries