

COMMUNITY COMPLAINTS AND INQUIRIES

The board of education welcomes inquiries about and constructive criticism of the district's programs, equipment, operations and personnel.

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: **Reviewed: January 20, 2010**
 Adopted: March 18, 2010

Legal References: Use legal reference sheet.

Cross References: List your appropriate policies. See legal reference sheet for possibilities.

Key Words

Community Complaints and Inquiries, Complaints, Inquiries

Legal References

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Other Reasons:

It would be advisable to have a policy stating the board's sensitivity to community concerns and directing the chief school administrator to develop appropriate procedures for dealing with them.

Recommendation:

A policy directing the chief school administrator to develop appropriate procedures for dealing with public complaints and inquiries. Policy should direct individual board members to refer complaints to the administration. Procedures should differentiate between inquiries and complaints, and should include reference to appropriate negotiated agreements.

Complaints and inquiries about instructional materials are better dealt with in a separate policy. (See 6161.2 Complaints regarding instructional materials.)

Legal References: N.J.S.A. 10:4-6 et seq. Open Public Meetings Act
 N.J.S.A. 18A:11-1 General mandatory powers and duties
 N.J.S.A. 18A:54-20 Powers of board (county vocational schools)
 N.J.S.A. 47:1A-1et seq. 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

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Possible
Cross References (continued)

- *9010 Role of the member
- *9020 Public statements
- 9123 Appointment of board secretary

*Indicates policy is included in the Critical Policy Reference Manual.