

File: KE

PUBLIC COMPLAINTS

Members of the community have the right to bring complaints to the School Committee, providing they have been referred through proper administrative channels for a solution before investigation or action by the Committee. Exceptions will be made when the complaints concern Committee actions or Committee operations only.

Whenever a complaint is made directly to the School Committee as a whole or to a Committee member as an individual, it will be referred to the school administration for study and possible solution.

The Committee believes 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 Committee. Therefore, the proper channeling of complaints involving instruction, discipline or learning materials will be as follows:

1. Teacher
2. School building administrator
3. Superintendent
4. School Committee

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

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

The Committee expects the professional staff to receive complaints courteously and to make a proper timely reply to the complainant.

Legal Ref.: 603 CMR 26:09, Access to Equal Educational Opportunity: Private Right of Action

Revised: February 12, 2014