



Section: COMMUNITY
 Title: PUBLIC COMPLAINTS
 Adopted: September 16, 1997
 Revised:

	905. PUBLIC COMPLAINTS	
<p>1. Purpose</p> <p>2. Authority</p> <p>3. Delegation of Responsibility</p>	<p>Any resident or community group shall have the right to present a request, suggestion or complaint concerning school personnel, the program, or the operations of the school. At the same time, the Joint Operating Committee has a duty to protect its staff from unnecessary harassment. It is the intent of this policy to provide a fair and impartial manner for seeking appropriate remedies.</p> <p>Any misunderstandings between the public and the school shall be resolved by direct discussions of an informal type among the interested parties. It is only when such informal meetings fail to resolve the differences that more formal procedures will be employed.</p> <p>Any requests, suggestions or complaints reaching members of the Joint Operating Committee shall be referred to the Administrative Director for consideration and action. In the event that further action is warranted, based on the initial investigation, such action shall be in accordance with the following procedures.</p> <p>A. <u>Matters Regarding A Teaching Staff Member</u></p> <p><u>First Level</u> – A matter specifically directed toward a teaching staff member shall be addressed, initially, to the concerned staff member who shall discuss it with the complainant and make every effort to provide a reasoned explanation or take appropriate action within his/her authority.</p> <p>As appropriate, the staff member shall report the matter, and whatever action may have been taken, to the Director.</p> <p><u>Second Level</u> – Should the matter still not be resolved by the Administrative Director, or if it is beyond his/her authority and requires action by the Joint Operating Committee, the Administrative Director shall furnish the Joint Operating Committee with a complete report.</p> <p>The Joint Operating Committee, after reviewing all material relating to the case, shall provide the complainant with its written decision and grant a hearing before a Committee of the Joint Operating Committee.</p> <p>The complainant shall be advised, in writing, of the Joint Operating Committee’s decision, no more than ten (10) days following the hearing.</p>	

905. PUBLIC COMPLAINTS

B. Matters Regarding a Program, Operation or Instructional Materials

A request, suggestion, or complaint, relating to a matter of school policy, procedure, program, operation or instructional materials, should be addressed, initially, to the Director; and then brought, in turn, to higher levels of authority in the manner prescribed in Part A.