

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 believes that the community's ability to express concerns is an integral part of running our schools.

The Board of Education believes that it is best to address issues at the most immediate level possible so as to respect the chain of command and organizational structure of the district.

All efforts shall be made by the staff and administrative team to maintain an informal and open-minded exchange between the community and the school.

All issues shall be brought forward without judgment or negative repercussions with the sole objective of improving the educational environment for all concerned parties.

The Superintendent 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. Everyone shall be made aware of the best ways to bring their concerns forward.

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.

Only in those cases where satisfactory adjustment cannot be made by the Superintendent and the staff shall communications and complaints be referred to the Board of Education for resolution.

Anonymous letters shall not normally be considered, All signed complaints shall be acknowledged promptly.

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- seq. Examination and copies of public records
("Open Public Records Act")

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 Student 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

COMMUNITY COMPLAINTS AND INQUIRIES (continued)

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.

Key Words

Community Complaints and Inquiries, Complaints, Inquiries

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