

Policy

COMMUNITY COMPLAINTS AND INQUIRIES

The Bordentown Regional Board of Education welcomes inquiries about and constructive criticism of the district's programs, equipment, operations and personnel.

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.

Parents/guardians and students 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 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.

All signed complaints shall be acknowledged promptly.

Complaints Regarding District Staff

Constructive criticism of school operations is welcome through whatever medium when it is motivated by a sincere desire to improve the quality of the educational program and to equip the school(s) to perform its (their) task more effectively. The board places trust in its employees and desires to support their actions in such a manner that employees are freed from unnecessary negative criticism and complaints.

Any complaint regarding school district personnel should be resolved according to the appropriate chain of command. Whenever possible the complaint should be brought to the staff member most directly involved or his/her immediate supervisor. Complaints that cannot be resolved at the school building level may be made through the superintendent for resolution or presentation to the board.

The board discourages negative criticism or complaint relative to a staff member during the public comment period of regular board meetings. Anyone wishing to make such comments may make an appointment through the superintendent to meet with the board in executive session. Neither the board nor the administration will rely on any complaint or criticism which is not supported by specific details in writing and signed by the appropriate individual(s).

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Readopted:

Key Words

Community Complaints and Inquiries, Complaints, Inquiries

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-1 et seq. Examination and copies of public records (Open Public Records Act)

COMMUNITY COMPLAINTS AND INQUIRIES (continued)

Possible

<u>Cross References:</u>	*1120	Board of education meetings
	*3570	District records and reports
	*4112.6/4212.6	Personnel records
	*4116	Evaluation
	4148/4248	Employee protection
	*4216	Evaluation
	*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
	*9010	Role of the member
	*9020	Public statements
	9123	Appointment of board secretary

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