

## COMMUNITY COMPLAINTS AND INQUIRIES

The College Achieve Central Charter School Board of Trustees 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 in accordance with the established complaint procedure shall communications and complaints be referred to the College Achieve Central Board for resolution.

All signed complaints shall be acknowledged promptly.

Date: \_\_\_\_\_

<b>Legal References:</b>	<u>N.J.S.A. 10:4-6 et seq.</u>	Open Public Meetings Act
	<u>N.J.S.A. 18A:11-1</u>	General mandatory powers and duties
	<u>N.J.S.A. 18A:54-20</u> schools)	Powers of board (county vocational
	<u>N.J.S.A. 47:1A-1 et seq.</u>	Examination and copies of public records ("Open Public Records Act")