

NORTH KINGSTOWN SCHOOL DEPARTMENT
OFFICE OF THE SUPERINTENDENT
100 Fairway Drive
North Kingstown, RI 02852

PARENT COMPLAINT PROCEDURE

A. PURPOSE

This procedure establishes a parent complaint management system for the educational program of the North Kingstown School Department. This system is intended to resolve complaints expeditiously at the lowest level of management practicable and to take positive steps to modify the system, when necessary, to preclude complaints of a similar nature.

B. APPLICABILITY AND SCOPE

The provisions of this procedure apply to all students receiving educational instruction in the North Kingstown School Department, their parents or guardians. A complaint is defined as an issue raised by a parent or guardian that cannot be resolved informally.

All complaints and concerns will first be addressed by the parent or guardian with the staff member who has primary responsibility for the issue, or who is the subject of the complaint. Concerns dealing with school policies should be address through the office of the Superintendent.

C. PROCEDURES

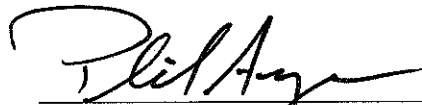
1. It is school department procedure that complaints should, whenever possible, be resolved by the individuals concerned, and at the lowest organizational level possible. Resolution will be fair and equitable for all concerned.
2. Staff members will be apprised of formal complaints against them or issues for which they are responsible, and know who has registered such complaints.
3. If a school administrator receives a parent complaint telephonically, or electronically, he/she will notify the parent of options available for resolution:
 - Parent-teacher conference
 - Parent-teacher-principal conference
 - Referral to the Superintendent

If the complaint does not involve a particular staff member, the administrator will offer to meet with the individual, if necessary, to discuss a possible resolution.

4. For complaints which cannot be resolved at the school level, the administrator will notify the Superintendent that resolution is not possible. The following will be provided along with this notification:
 - a. Copy of the Complaint Record Form and written complaint, if applicable.
5. Upon receipt of the notification from the school administrator, the Superintendent or designee will make all final decisions concerning resolution of the complaint raised to that level.
6. Complaints received directly at the office of the Superintendent will be referred to the appropriate organizational level to be processed in accordance with this procedure.

D. RESPONSIBILITIES

1. The Superintendent will:
 - a. Ensure that copies of this procedure are distributed to local schools and to central office personnel.
2. The School Principal will:
 - a. Review with their staffs annually the Parent Complaint Procedure.



Philip G. Auger, Ed.D.
Superintendent of Schools

Enc. – Complaint Report Form

PARENT/GUARDIAN COMPLAINT FORM

(to be completed by parent)

Name of Complainant _____

Name of Student Involved _____
(if applicable)

Name of Employee Involved _____
(if applicable)

OR

Name of Responsible Individual _____

Briefly describe the complaint:

Has the complaint been addressed with the employee/individual responsible? YES _____ NO _____

If YES, when and how? Verbal Written (Circle One)

Date of communication _____

Describe the outcome of the communication:

If NO, is there a reason why you have not communicated with the employee/individual responsible?

Are there any additional details of which we should be aware? If necessary, attach documentation.

Complainant Signature

Date

Administrator Signature

Administrator's Title