

PUBLIC COMPLAINTS

Complaints and grievances shall be handled and resolved, whenever possible, as close to their origin as possible.

Although no member of the community shall be denied the right to petition the School Committee for redress of a grievance, the complaints shall be referred back through the proper administrative channels for resolution before investigation or action by the Committee. Exceptions are complaints that concern Committee actions or Committee operations only.

The Committee advises the public that the proper channeling of complaints involving instruction, discipline, or learning materials is as follows:

1. Teacher
2. Principal
3. Superintendent
4. School Committee

Any complaint about school personnel will be investigated by the administration before consideration by the Committee.

Adopted: November 21, 2011