

PUBLIC CONCERNS AND COMPLAINTS

Parents, students or other citizens with complaints or concerns regarding any aspect of the MSAD 52 or an employee thereof should seek a resolution at the lowest possible level. This begins with discussing the concerns directly with the person(s) involved first to see if the matter can be resolved. The only exceptions are complaints that concern School Board actions or operations. Such complaints should be addressed to the Board Chair.

If the complaint cannot be resolved at the lowest level, the person initiating the written/verbal complaint may turn to the next level (i.e., Director of Facilities and Transportation, Principal, Special Education Director, Assistant Superintendent, Adult Education Director). For example, a concern with a teacher that cannot be resolved between the individual and teacher can be taken up with the building principal.

If the complaint cannot be resolved at any lower level, it may be taken to the Superintendent. If the complaint remains unresolved at the Superintendent's level, the person making the complaint may request that the matter be placed on the agenda of the next regular School Board meeting. The Superintendent/Board Chair shall determine whether the complaint should be placed on the agenda.

All written/verbal complaints should be filed/conducted in a respectful tone. The District will not respond to sarcastic, intimidating, threatening or rude communications. The District will refer all threats against any District personnel to law enforcement. Persons who engage in inappropriate or disruptive communications may be required to cease such communications. Persons disrupting or interfering with school operations may be ordered to leave school premises and, if they do not, may be subject to law enforcement and legal action.

This policy shall not be utilized by employees for matters or grievances relating to any term or condition of their employment. Such matters shall be addressed through established channels for grievances.

Cross Reference: BEDB – Agenda Preparation and Dissemination

Adopted: October 1990

Revised: January 2007

Revised: August 2013

Revised: May 2014