

## **PUBLIC COMPLAINTS**

Although no member of the community will be denied the right to bring their complaints to the School Committee, the Committee will refer such complaints through the proper administrative channels for solution before investigation or action by the Committee. Exceptions will be made when the complaints concern Committee actions or Committee operations only.

The Committee believes complaints are best handled and resolved as close to their origin as possible and that professional staff should be given every opportunity to consider the issues and attempt to resolve the problem prior to involvement by the Committee. Therefore, the proper channeling of complaints involving instruction, discipline, or learning materials will be:

1. Teacher
2. School Building Administrator
3. Assistant Superintendent(s)
4. Superintendent
5. School Committee

If a complaint, which was presented to the Committee and referred back through the proper channels, is adjusted before it comes back to the School Committee, a report of the disposition of the matter will be made to the Committee and then placed in the official files.

Complaints about school personnel will be investigated fully and fairly. However, before any such complaint is investigated, the complainant must submit their complaint in writing. Anonymous complaints will be disregarded.

Matters referred to the Superintendent and/or School Committee must be in writing and should be specific in terms of the action desired.

The Committee expects the professional staff to receive complaints courteously and to make a proper reply to the complainant.

Revised: October 24, 2017

SOURCE: MASC October 2016

LEGAL REF.: MGL 76:5, School Attendance, Place of attendance; violations;  
discrimination  
603 CMR 26.00, Access To Equal Educational Opportunity