

COMMUNITY COMPLAINTS AND INQUIRIES

The board of trustees welcomes inquiries about and constructive criticism of the school's programs, equipment, and personnel.

The lead person 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 students will be informed of the proper avenues to follow in the 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 lead person.

Only in those cases where satisfactory adjustment cannot be made by the lead person and the staff shall communications and complaints be referred to the board of trustees for resolution.

Complaint Regarding Potential Violations of the Charter School Law

In cases when a complaint is received regarding potential violations of the Charter School Law, N.J.S.A. 18A:36A-1 et. seq., the board shall establish an advisory grievance committee consisting of both parents and teachers who are selected by the parents and teachers of the school to make nonbinding recommendations to the board concerning the disposition of a complaint.

The existence of this committee along with appropriate contact information will be published annually in the school handbook and on any web site established for the school. The information will also be available through the lead person and be posted in the main school office. There will be five (5) members of the committee, at least one of whom will be a teacher but no more than three teachers will be on the committee.

Complaints will:

- A. Be submitted in writing with copies to the grievance committee, lead person and to the board of trustees.
- B. Detail the grievance to be investigated with as much detail as possible and list the person/persons or entity (along with contact person) making the complaint.
- C. The grievance committee will conduct an inquiry including a hearing or meetings as needed to respond to the complaint.
- D. Process to be completed within 30 days with the grievance committee making its non-binding recommendation to the board of trustees at the next regularly scheduled meeting.
- E. The board of trustees will have until the next regularly scheduled board meeting to decide what if any action is needed and announce this as a specific agenda item at the meeting.

If, after presenting the complaint to the board of trustees, the individual or group determines that the board

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of trustees has not adequately addressed the complaint, they may present that complaint to the commissioner who shall investigate and respond to the complaint.

All signed complaints shall be acknowledged promptly.

Adopted: February 7, 2013

Key Words

Community Complaints and Inquiries, Complaints, Inquiries

<u>Legal References:</u>	<u>N.J.S.A. 10:4-6 et seq.</u> <u>N.J.S.A. 18A:11-1</u> <u>N.J.S.A. 18A:36A-15 et seq.</u> <u>N.J.S.A. 47:1A-1 et seq.</u>	Open Public Meetings Act General mandatory powers and duties Complaints to board of trustees Examination and copies of public records ("Open Public Records Act")
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Possible

<u>Cross References:</u>	*1120 Board of trustees meetings *3570 School records and reports *4112.6 Personnel records *4116 Evaluation 4148 Employee protection *4212.6 Personnel records 4248 Employee protection *5145.6 Student grievance procedure *6144 Controversial issues *6161.1 Guidelines for evaluation and selection of instructional materials *6161.2 Complaints regarding instructional materials *6163.1 Media center/library *9010 Role of the member *9020 Public statements
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*Indicates policy is included in the Critical Policy Reference Manual.