

Foster School District

Policy #1312

Handling of Complaints

PURPOSE:

The purpose of this policy is to establish guidelines and procedures for the public to bring concerns/complaints about the performance or actions of specific individuals to the attention of the School Committee.

PHILOSOPHY:

The School Committee wishes to afford members of the public every reasonable opportunity to communicate their concerns/complaints about employees' performance to the attention of the proper authority. To insure that matters have proceeded through the procedure-as herewith set forth.

POLICY STATEMENT:

1. Anyone with a complaint, concern or grievance with any individual employed by the Foster School District has the right to bring that complaint to the School Committee, preferably in writing, through the Superintendent or Chair of the Committee, or by contacting any School Committee member and asking to be placed on the agenda for that specific purpose. See School Committee Policy #1120.2 for steps to be followed in this regard.
2. If the matter has not been brought to the attention of the individual involved, the building principal or supervisor of that individual, or the Superintendent if the complaining party feels constrained about dealing directly with the first two; then whoever on the Committee receives the complaint will refer the complaint and the matter to the Superintendent. Administrative review must precede agenda consideration, except under extenuating circumstances.
3. If the complaint, concern or grievance is not resolved by the chain of command and/or Superintendent with the time requested by the Superintendent to deal with the matter, or within a reasonable time if no specific response time is set, or if the response is deemed to be unsatisfactory, the matter may be brought to the School Committee as set forth in point 1 above.
4. Any such request should be in writing, if possible, or specific enough to allow the School Committee to know they are dealing with a personnel complaint. The matter will be heard in Executive Session at the next regularly scheduled School Committee meeting, or at an emergency meeting if deemed appropriate by the School Committee. The subject of the complaint will be advised of the meeting and would have the right to attend under ordinary

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circumstances. Only if both parties to the complaint agree and request that it be heard in a public session will consideration to hearing the matter in public be given. If such a request is made and granted, both parties agree to release the School Committee and any administrator or witness from any liability which might arise there from.

Adopted: 28 April 1998