

**SUBJECT: PUBLIC CONCERNS AND COMPLAINTS**

**DATE OF ORIGINAL POLICY:** November 2004

**DATE OF NEXT REVIEW:** November 2009

**CANCELS POLICY CODE:**

**REVISION DATE:**

**JURISDICTION:** Poland Regional High School

**PHILOSOPHY:**

It is the philosophy of the Poland Regional High School Committee that it advocates for children as a part of its civic responsibilities in accordance with the statement of philosophy and mission.

**POLICY:**

Parents, students or other citizens with complaints or concerns regarding any aspect of the school or an employee thereof shall be encouraged to seek a resolution at the lowest possible level. The only exceptions are complaints that concern Poland Regional High School Committee actions or operations. Such complaints should be addressed to the Poland Regional High School Committee Chair. If a complaint comes directly to a Poland Regional High School Committee member, that member will inform the appropriate administrator. If satisfactory resolution is not reached, the complainant may move up the chain of command, culminating with the Superintendent or Superintendent's designee. Complaints regarding the Superintendent should be addressed to the Union School Committee.

For complaints or concerns about teachers, the person initiating the complaint should speak first to the teacher. If not resolved, the complaint may be taken to the principal. If not resolved there, the complaint may be appealed to the Superintendent or designee. Complaints or concerns about all other staff should be handled and resolved as close as possible to the origin of the concern. If the complaint cannot be resolved at the lowest level, the person initiating the complaint may appeal the decision to the next level (i.e., Principal, Transportation Director, Special Education Director, and Assistant Superintendent).

If any complaint cannot be resolved at any lower level, it may be appealed 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 Committee meeting. The Superintendent/School Committee Chair shall determine whether the complaint should be placed on the agenda. If a complaint is made against the Superintendent and can not be resolved, the complainant is encouraged to address the concern to the Committee Chair. The Chair shall inform the Poland Regional High School Committee and determine whether the complaint should be placed on the agenda. At all levels of the complaint process, school employees are required to inform the person initiating the complaint of his/her right to appeal the decision to the next level.

This policy shall not be used 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.

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

The Poland Regional High School Committee advises the public that the proper channeling of complaints involving instruction, discipline or learning materials should proceed from teacher to principal to Superintendent before finally coming before the Poland Regional High School Committee.

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Any complaints about school personnel will be investigated by the administration. If appropriate, the Poland Regional High School Committee may be asked to take further action.

**AMPLIFYING INSTRUCTIONS AND GUIDELINES:**

As per the policy statement.

**DELEGATION OF AUTHORITY:**

The Poland Regional High School Committee delegates authority to the Superintendent of Schools and the building principals to implement this policy.

**EXCEPTIONS TO THE POLICY:**

None

**REPORTS:**

None

**DEFINITIONS:**

As per this policy statement.

**SIGNATURE BLOCK:**

Poland Regional High School Committee

Ira Levine, Chair DATE

Peter Bolduc DATE

Jack Conway DATE

Norman Davis DATE

Laurie Levine DATE

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David Griffiths DATE

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Karen M. Whalen DATE