

MEDWAY SCHOOL BOARD POLICY

COMPLAINTS

NEPN/NSBA CODE: KE

Complaint Procedure

All parents, students or other citizens initiating complaints or concerns regarding any aspect of the school department or an employee thereof shall be encouraged to seek a resolution at the lowest possible level.

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, Head Custodian, Director of Transportation, Food Service Director).

If the complaint cannot be resolved at any lower level, it may be appealed to the Superintendent of Schools. Should the complaint be unresolved at the Superintendent's level, it may, if appropriate, be placed on the agenda of the next regular School Board meeting for the Board's consideration if so requested by the person making the complaint.

Right to Appeal

At all levels of the procedure, school employees are required to inform the person making the complaint of his right to appeal the decision to the next level.

Restriction – Employees

This policy shall not be utilized by employee for matters or grievances relating to any term or condition of their employment.

Adopted Date: December 13, 1999