

**Policy**

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COMMUNITY COMPLAINTS AND INQUIRIES

The Board of Education welcomes inquiries about and constructive criticism of the district's programs, equipment, operations and personnel.

Complaints, questions and suggestions concerning school personnel or the operation of the schools should follow the chain of command- teacher, supervisor, Principal, Superintendent, and Board of Education.

The Superintendent of Schools 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 pupils will be informed of the proper avenues to follow in the individual 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 Superintendent of Schools.

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

All signed complaints shall be acknowledged promptly.

Adopted: 1994  
NJSBA Review/Update: November 2008  
Readopted: March 2009

Key Words

Community Complaints and Inquiries, Complaints, Inquiries

**Legal References:** N.J.S.A. 10:4-6 et seq. Open Public Meetings Act  
N.J.S.A. 18A:11-1 General mandatory powers and duties  
N.J.S.A. 18A:54-20 Powers of board (county vocational schools)  
N.J.S.A. 47:1A-1 et seq. Examination and copies of public records ("Open Public Records Act")

**Possible**

**Cross References:** \*1120 Board of education meetings  
\*3570 District records and reports  
\*4112.6 Personnel records  
\*4116 Evaluation  
4148 Employee protection  
\*4212.6 Personnel records  
4248 Employee protection  
\*5145.6 Pupil 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

COMMUNITY COMPLAINTS AND INQUIRIES (continued)

9123 Appointment of board secretary

\*Indicates policy is included in the Critical Policy Reference Manual.