

DUDLEY-CHARLTON REGIONAL SCHOOL DISTRICT

POLICY

General Complaints from the Community

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The school committee acknowledges that in order to continuously attempt to create and maintain schools that reflect the public's wishes, a system needs to be in place for receiving, considering and acting upon complaints from the community.

Complaints received and addressed to a School Committee member or the committee as a whole are subject to the MA Open Meeting Law, MA Public Records Law and the Federal Freedom of Information Act. Best practice for communicating to the School Committee is to send the communication to all members.

Although no members of the community will be denied the right to bring their complaints to the committee, they will first be referred through the proper administrative channels for solution before any investigation or action by the committee. Exceptions will be made when the complaints concern School Committee actions of committee operations only. Matters referred at any level must be in writing and should be specific in terms of action desired. Anonymous complaints will be disregarded.

The school committee believes that complaints are best handled and resolved as close to their origin as possible, and that professional staff should be given every opportunity to consider the issues and attempt to resolve the problem prior to involvement by the committee. Therefore, the proper channeling of complaints involving instruction, discipline or learning materials will be as follows:

- Level 1 – Teacher (move to level 2 if non-applicable or unresolved)
- Level 2 – Principal or principal's designee and teacher (move to level 3 if unresolved)
- Level 3 – Superintendent, principal and teacher (move to Level 4 if unresolved and if applicable)
- Level 4 – School Committee (if applicable)

If a complaint, which was presented to the committee and referred back through the proper channels, is addressed before it comes back to the School Committee, a report of the disposition of the matter will be made to the committee and then placed in the official files.

Complaints about school personnel will be investigated fully and fairly. The Committee expects the professional staff to receive complaints courteously and to make a proper reply to the complaint.

REF: MGL c.66
MGL c.4 § 7 cl.26
MGL c.66A
MGL c.30A, § 19(a)
5 USC § 552

Adopted July 10, 2002
Amended February 27, 2013
Amended April 14, 2021