

Community Complaints and Inquiries

Constructive criticism of the school is welcomed by the Kittatinny Regional School District Board of Education (Board) whenever it is motivated by a sincere desire to improve the quality of the educational program or to equip the school to do its tasks more effectively. The Board has confidence in its professional staff and desires, to support their actions in order that they be free from unnecessary, spiteful, or negative criticism and complaint. Parents/guardians and pupils will be informed of the proper avenues to follow in the individual school for filing complaints. Therefore, whenever a complaint is made directly to the Board as a whole or to a board member as an individual, it will immediately be referred to the school administration for study and possible solution. As the Board member is confronted with issues, he/she will withhold comment, commitment and/or opinion and refer to complaint or inquiry to the Chief School Administrator (CSA).

The CSA 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. If resolution of the problem seems unlikely at the building level, either party is encouraged to refer the matter to the CSA for his/ her review.

Only in those cases where a satisfactory adjustment cannot be made by the CSA shall communications and complaints be referred to the Board for resolution. The Board will only consider hearing citizen complaints when they cannot be resolved by the administration and no other courses of action exist for the complainant. Matters referred to the Board must be in writing and should be specific in terms of the action desired. The Board will not consider or act on complaints that have not been explored at the appropriate administrative level.

All signed complaints shall be acknowledged promptly

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
- 9123 Appointment of board secretary

* Indicates policy is included in the Critical Policy Reference Manual

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