

PUBLIC COMPLAINTS

The School Committee believes that complaints are often most readily addressed at their point of origin. Therefore, all public complaints will be referred through the appropriate administrative channels for solution before Committee involvement. Exceptions will be made when the complaints concern Committee actions or Committee operations only.

The proper channeling of complaints involving instruction, discipline or learning materials will be as follows:

- 1) Teacher or employee involved
- 2) Building administrator or assigned supervisor (e.g., Director of Student Services)
- 3) Superintendent of Schools
- 4) School Committee (when appropriate and consistent with statutory guidelines)

Matters referred to the Superintendent and/or School Committee must be in writing and should be specific in terms of the action desired.

The School Committee expects the professional staff to receive complaints courteously and to make a proper reply to the complainant.

LEGAL REF.: M.G.L. 76:5
 603 CMR 26:00

Adopted By The
Hadley School Committee: July 21, 2014