

## **PUBLIC COMPLAINTS ABOUT SCHOOL PERSONNEL**

The following procedures are established to ensure that a citizen's complaint is given respectful attention and that the integrity of the educational program is upheld. "Complaint" in this procedure will be restricted in meaning to criticism of particular school employees by a citizen of Hadley or a parent/guardian of a student that includes or implies a demand for action by school authorities. Other comments and suggestions will be referred informally to affected personnel.

1. If a complaint comes first to the person against whom it is directed, he/she will listen courteously and may try to resolve the difficulty by explaining the background and educational purpose involved. If the complaint remains unsatisfied, the employee will refer him/her to the building principal to have his/her views considered further. Whether the complaint terminates with the individual staff member involved or seems likely to go further, the staff member will immediately inform his/her supervisor of the complaint.
2. If a complaint comes first to the Principal or other supervisor of the person criticized, he/she should listen courteously or acknowledge a letter promptly and politely, but should make no commitments, admissions of guilt. If the complaint involves a particular employee, the supervisor should suggest a conference between the complainant and the person criticized and should inform that person promptly of the complaint.

If the complainant has already met with the person criticized and remains unsatisfied, the building Principal should invite the complainant to file his/her complaint in writing.

3. If a complaint comes first to any other school employee, that employee will refer the complainant to the person criticized or his/her immediate supervisor and promptly inform both.
4. The Principal will schedule a conference with him/herself, the complainant, the person criticized, and if advisable, other personnel that either the supervisor or the person criticized feels could contribute to the resolution of the problem.
5. If the complainant is not satisfied with the results of the conference above, he/she should then be referred to the Superintendent, who may handle the complaint personally, or refer it to other personnel, as he/she may see fit.

6. Should dissatisfaction remain after the above steps have been taken, the matter may be placed on the agenda for a regularly scheduled School Committee meeting, provided the complaint is deemed to be appropriately addressed at that level as determined by statutory provisions. In such instances, the decision of the School Committee will be final and communicated in writing to all interested persons if appropriate.

LEGAL REF.:       M.G.L. 76:5  
                      603 CMR 26.00