

## **PUBLIC COMPLAINTS PROCEDURE**

Complaints shall be handled and resolved, whenever possible, as close to their origin as possible. All complaints shall be referred back through the chain of command for resolution before any action by the School Committee.

If the complaint is in regard to an employee, the first step is to discuss the matter directly with the employee against whom the complaint is registered. Complaints that involve an activity, program, facility, etc., and not an employee, shall be first directed to the appropriate personnel involved with or who supervises the activity, program, facility, etc. that is the focus of the complaint. In either case, if the complaint cannot be resolved at that first appropriate level, the person initiating the complaint may take the matter to the next level; for example, teacher, school principal, Superintendent of Schools.

Student or their parents having a school-related complaint concerning the actions or inaction of any employee of the District should contact the principal, requesting a conference at a mutually convenient time. The principal shall attempt to clarify the issue and resolve the problem through listening to and considering the views of all persons concerned.

Should the principal be unable to affect a satisfactory solution, the issue shall be referred to the Superintendent. The superintendent shall establish procedures for obtaining the view of all concerned, as well as collecting relevant data from other sources, if appropriate. The solution recommended by the Superintendent shall be considered as the final administrative decision on behalf of the District.

Appeals from the Superintendent's decisions shall be made in writing by an aggrieved party or legal counsel of the aggrieved, and shall be submitted to the School Committee via the Superintendent. The Superintendent will notify the person against whom the complaint is registered of the School Committee meeting and his/her right to attend and provide such person with a copy of the written complaint as much in advance of the meeting as possible.

Complaints will be heard by the School Committee in executive session when confidentiality requirements so dictate. Groups submitting complaints shall appoint a delegate to represent the group at a School Committee meeting.

Adopted by the Wells-Ogunquit C.S.D. School Committee:  
Revised by the Superintendent of Schools:

09/11/91  
06/24/92