

## **PUBLIC COMPLAINTS ABOUT SCHOOL PERSONNEL**

Constructive criticism of the schools is welcome through whatever medium when it is motivated by a sincere desire to improve the quality of the education program and to equip the schools of this District to their task more effectively.

The School Committee places trust in their employees and desires to support their actions in such a manner that employees are freed from unnecessary, spiteful, or negative criticism and complaints.

Whenever a complaint is made directly to the School Committee as a whole or to a School Committee member as an individual, it shall be referred to the School Committee for study and possible solutions. The individual employee involved shall be advised of the nature of the complaint and shall be given every opportunity for explanation, comment, and presentation of the facts as he or she sees them.

If it appears necessary, the administration, the person who made the complaint, or the employee involved may request an executive session of the School Committee for the purposes of fuller study and a decision by this body. Generally, all parties involved, including the school administration, shall be asked to attend such a meeting for the purposes of presenting additional facts, making further explanations, and clarifying the issues. Hearsay and rumor shall be discounted as well as emotional feelings except those directly related to the facts of the situation.

The School Committee shall conduct such meetings in as fair and just a manner as possible. The School Committee may request a disinterested third party to act as moderator to help it reach a mutually satisfactory solution.