



School Committee Policy:

#215

Public Complaints/Concerns

In a dynamic and responsive school system, the School Committee, Administration, and teaching staff will work together to foster free and open interchange of information and ideas with the community about the operation of the schools. The regular sharing of differing points of view, compliments and concerns is one hallmark of a healthy organization.

At times, a parent/citizen may become sufficiently concerned over a situation in the schools to seek to have a change made or to have some corrective action taken. In such cases, the person is encouraged to share concerns with the appropriate school personnel. It is understandable that pursuing a complaint or concern may be an emotional experience, as well as the event or situation that leads to the complaint or concern. Parents/citizens are reminded that the teachers, staff and administrators of the Maynard Public Schools shall be treated with the respect and dignity that they themselves would also expect to receive. Any disrespect or harassment of a teacher, staff member or administrator will not be tolerated.

The Maynard School Committee believes that: a. complaints are best received and resolved on a person-to-person basis as close to the origin of the concern as possible; and b. the professional staff should be given every opportunity to consider the issues and attempt to resolve a problem prior to involvement by the School Committee. Therefore, the proper channeling of complaints involving personnel, curriculum, or school operations, will be as follows:

1. Citizen to Teacher/staff member
2. Citizen to Building Administrator
3. Citizen to Assistant Superintendent, Director of Student Services or Business Manager, as appropriate
4. Citizen to Superintendent
5. Citizen to School Committee

Every effort will be made to include in later meetings the classroom teacher and/or other persons with first-hand knowledge of the issues. The Maynard School Committee expects the professional staff to receive complaints courteously and to make proper replay within five working days to complainants. **Every effort will be made to encourage citizens to follow the sequence of complaints.** Copies of this policy will be available in school offices, and reproduced in school handbooks.

No member of the community will be denied the right to bring a complaint to the Maynard School Committee. However, all complaints to the Committee will be referred to the Superintendent for resolution prior to investigation or action by the School Committee. Exceptions will be made only when complaints concern School Committee actions or School Committee operation. When a concern, which was presented, is adjusted before being appealed to the School Committee, a report of the disposition of the matter will be made promptly by the Superintendent to the School Committee.