

## **PUBLIC CONCERNS AND COMPLAINTS**

Parents, students or other citizens with complaints or concerns regarding any aspect of MSAD #56 or an employee thereof shall be encouraged to seek a resolution at the lowest possible level. The only exceptions are complaints that concern Board of Directors' actions or operations. Such complaints should be addressed to the Board Chair.

If the complaint cannot be resolved at the lowest level, the person initiating the complaint may appeal the decision to the next level (i.e., Director of Maintenance and Transportation, Principal, Special Education Director, etc.).

If the complaint cannot be resolved at any lower level, it may be appealed to the Superintendent by using the written form KE-R1. If the complaint remains unresolved at the Superintendent's level, the person making the complaint may request that the matter be placed on the agenda of the next regular Board of Directors meeting. The Superintendent/Board Chair shall determine whether the complaint should be placed on the agenda.

At all levels of the complaint process, school employees are required to inform the person making the complaint of his/her right to appeal the decision to the next level.

This policy shall not be utilized by employees for matters or grievances relating to any term or condition of their employment. Such matters shall be addressed through established channels for grievances.

CROSS REFERENCE:       BEDB, Agenda Format  
                                  KEC, Public Complaints about Instructional Materials

ADOPTED:   April 8, 1986

REVISED:   January 21, 1992  
              September 9, 2003  
              October 12, 2004