

ADOPTED: February 16, 2012

FILE: KE

PUBLIC CONCERNS AND COMPLAINTS

Parents, students or other citizens with complaints or concerns regarding any aspect of RSU 54/MSAD 54 or an employee thereof shall be encouraged to seek a resolution at the lowest possible level. The only exceptions are complaints that concern School Board actions or operations. Such complaints should be addressed to the Board Chair.

If the complaints cannot be resolved at the lowest level, the person initiating the complaint may appeal the decision to the next level (i.e., Supervisor of Buildings, Grounds & Transportation, Principal, Special Education Director, Assistant Superintendent).

If the complaint cannot be resolved at any lower level, it may be appealed to the Superintendent. If the complaint cannot be resolved at the Superintendent level, the Superintendent will consult with the Board Chair to determine if any further action is necessary.

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 Preparation and Dissemination