

COMMUNITY COMPLAINTS AND INQUIRIES

The board of trustees welcomes inquiries about and constructive criticism of the school's programs, equipment, and personnel.

The lead person shall develop procedures to investigate and solve problems promptly, and to provide accurate factual information in answer to inquiries. Such procedures shall conform to state law and applicable negotiated agreements.

Parents/guardians and students will be informed of the proper avenues to follow in the school.

When a board member is confronted with an issue, he/she will withhold comment, commitment and/or opinion and refer the complaint or inquiry to the lead person.

Only in those cases where satisfactory adjustment cannot be made by the lead person and the staff shall communications and complaints be referred to the board of trustees for resolution.

I. Complaint Regarding Potential Violations of the Charter School Law

Consistent with NJSA 18A:36A-15, any individual or group may bring a complaint to the board of trustees of a charter school alleging a violation of the provisions of this act. If, after presenting the complaint to the board of trustees, the individual or group determines that the board of trustees has not adequately addressed the complaint, they may present that complaint to the commissioner who shall investigate and respond to the complaint. The board shall establish an advisory grievance committee consisting of both parents and teachers who are selected by the parents and teachers of the school to make nonbinding recommendations to the board concerning the disposition of a complaint.

Complaints will:

- A. Be submitted in writing with copies to the grievance committee, lead person and to the board of trustees.
- B. Detail the grievance to be investigated with as much detail as possible and list the person/persons or entity (along with contact person) making the complaint.
- C. The grievance committee will conduct an inquiry including a hearing or meetings as needed to respond to the complaint.
- D. Process to be completed within 30 days with the grievance committee making its non-binding recommendation to the board of trustees at the next regularly scheduled meeting.
- E. The board of trustees will have until the next regularly scheduled board meeting to decide what if any action is needed and announce this as a specific agenda item at the meeting.

If, after presenting the complaint to the board of trustees, the individual or group determines that the board of trustees has not adequately addressed the complaint, they may present that complaint to the commissioner who shall investigate and respond to the complaint.

COMMUNITY COMPLAINTS AND INQUIRIES (continued)

II. All Other Community Complaints and Inquiries

Community complaints and inquiries that do not reference violations of the Charter School, especially those mandating confidentiality (e.g., personnel, student matters) must also go through the lead person. Only in those cases where satisfactory adjustment cannot be made by the lead person and the staff shall communications and complaints be referred to the board of trustees for resolution.

Complaints will be submitted in writing, addressed to the board of trustees. The board will review the complaint and respond in writing within 30 days. The board may assign a sub-committee to hear the complaint at any point in the process.

If, after presenting the complaint to the board of trustees, the individual or group determines that the board of trustees has not adequately addressed the complaint, they may present that complaint to the commissioner who shall investigate and respond to the complaint.

Adopted:

Key Words

Community Complaints and Inquiries, Complaints, Inquiries

Legal References:	<u>N.J.S.A. 10:46 et seq.</u>	Open Public Meetings Act
	<u>N.J.S.A. 18A:111</u>	General mandatory powers and duties
	<u>N.J.S.A. 18A:36A-15 et seq.</u>	Complaints to board of trustees
	<u>N.J.S.A. 47:1A-1 et seq.</u>	Examination and copies of public records ("Open Public Records Act")

Possible

Cross References:	*1120	Board of trustees meetings
	*3570	School records and reports
	*4112.6	Personnel records
	*4116	Evaluation
	4148	Employee protection
	*4212.6	Personnel records
	4248	Employee protection
	*5145.6	Student grievance procedure
	*6144	Controversial issues
	*6161.1	Guidelines for evaluation and selection of instructional materials
	*6161.2	Complaints regarding instructional materials
	*6163.1	Media center/library
	*9010	Role of the member
	*9020	Public statements

*Indicates policy is included in the Critical Policy Reference Manual.

Approved 10/23/13