

TYNGSBOROUGH PUBLIC SCHOOLS

POLICY

COMPLAINTS/CONCERNS/COMMITTEE INPUT

It is the desire of the Tyngsborough School Committee to allow for the resolution of conflicts and concerns at the lowest possible level. These efforts having been exhausted, the School Committee will include on each agenda an allotment of time for community members or visitors to approach the Committee and provide input on any issue.

PROCEDURE

When a citizen of the community becomes dissatisfied with the action taken by a teacher, administrator, or a service employer or wishes to state a concern, or provide input, the following procedure will serve as a guide.

- A. The citizen is encouraged to first attempt to resolve the problem with the teacher, administrator or service employer.
- B. If the citizen is not satisfied with the decision or action of the administrator or service employee, she/he may submit an appeal to the employee's supervisor. The subject of the complaint and such details as date, time, location, and names of involved parties should be in writing. No formal action will be taken on an oral complaint.
- C. If the citizen is not satisfied with the supervisor's decision, she/he may appeal to the Superintendent.
- D. Should the Superintendent's review and subsequent decision not be satisfactory, the citizen may bring the matter to the School Committee's attention under the policy on School Committee Meetings.

APPROVED: SEPTEMBER 5, 2006