

POLICY RELATING TO COMMUNICATION/PUBLIC RELATIONS

COMPLAINTS ABOUT DISTRICT PERSONNEL

The Wachusett Regional School Committee establishes the following to ensure that any complaint about District personnel is given respectful attention while maintaining the integrity of the educational program. "Complaint" in this case will be restricted in meaning to criticism of particular school employees by a citizen of the school district which includes or implies a demand for action by school authorities. Other comments and/or suggestions will be referred informally to affected personnel.

1. An employee who receives a complaint may try to resolve the complaint through direct personal contact. If the complaint remains unresolved, the employee will refer the complainant to the building principal. In any event, the employee will immediately inform the building principal.
2. A principal who directly receives a complaint regarding an employee shall promptly acknowledge the complaint, suggesting a conference between the complainant and the employee. The employee shall be notified immediately.

If a complainant has already met directly with the employee and remains dissatisfied, the principal shall ask the complainant to file a written complaint. No further action on the complaint shall be taken unless the complainant submits a written complaint.

3. If a complaint is received by another employee, the employee shall refer the complainant to the principal.
4. A principal who receives a written complaint shall schedule a conference within 7 school days with the complainant, the employee, including, when advisable, other appropriate parties.
5. If the complainant is not satisfied, the complainant may refer the matter to the Superintendent for disposition.
6. On any complaint about District personnel reaching the superintendent, the Superintendent's decision shall be final within 20 days of receipt.

POLICY RELATING TO COMMUNICATION/PUBLIC RELATIONS

COMPLAINTS ABOUT DISTRICT PERSONNEL (continued)

7. If the complaint regards a principal, the complainant may refer the complaint directly to the Superintendent, bypassing all other steps.

First Reading: 08/11/97

Second Reading: 09/08/97

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