

FAMILY POLICY	COMMUNICATIONS AND MEDIA	132-133
<p style="text-align: center;"><u>132.</u></p> <p>Steps For Handling Complaints</p> <p>Adopted 4/25/79 Amended 1/17/90</p> <p>Amended 10/2/96</p>	<ol style="list-style-type: none"> <li>1. It is the intent of the School Committee that all parties to a complaint or dispute be treated fairly and impartially and that the dispute be settled according to the merits of the case.</li> <li>2. The School Committee recognizes and supports the administrative chain of command. School Committee members will not act upon complaints as individuals. Upon receiving a complaint a School Committee member or the Committee as a whole, as the case may be, will urge the person making the complaint to follow the steps below in order to resolve the problem.</li> <li>3. The steps a parent or other citizen will take in seeking to resolve a dispute will differ according to the position of the employee. However, the following procedure for resolving a conflict between a parent and a teacher will serve as a guide for how other disputes should be settled: <ul style="list-style-type: none"> <li>Step 1. The parent is encouraged, first of all, to attempt to resolve the dispute directly with the teacher on an informal basis.</li> <li>Step 2. If the parent is not satisfied with the decision or action of the teacher, the parent may appeal to the teacher's principal.</li> <li>Step 3. If the parent is not satisfied with the principal's decision or action, the parent may appeal to the Superintendent. At this point, the parent will be encouraged to put the complaint in writing, specifying the circumstances of the complaint, including such details as the date, time, location of the incident, the names of all persons involved and the steps taken to resolve the complaint prior to presentation to the Superintendent.</li> </ul> </li> </ol> <p>In the case of complaints or disputes between a parent or citizen and a principal, the above process should be commenced with the principal. In the case of a complaint or dispute between a parent or citizen and the Superintendent, the above process should be commenced with the Superintendent. If a complaint with the Superintendent can not be mutually resolved at the Superintendent's level, then the complaint should be reduced to writing and presented to the chairperson of the School Committee.</p>	
<p style="text-align: center;"><u>133.</u></p> <p>Steps For Handling Complaints From Staff</p> <p>Adopted 1/17/90</p>	<p>The School Committee recognizes that all staff will follow their prescribed grievance procedures as outlined in the contracts. There are also other agencies that provide due process with complaints. Examples of these agencies include: the Commonwealth of Massachusetts Commission Against Discrimination and the Massachusetts Labor Relations Commission.</p> <p>The School Committee recognizes and supports the administrative chain of command. Members will not act upon complaints as individuals. (See Code of Ethics - Policy #102 - Relationship with Administrators.)</p> <p>All communications, written and oral, will follow the prescribed chain of command.</p>	