

Regulation

COMMUNITY COMPLAINTS AND INQUIRIES

The procedures used to investigate and solve problems promptly, and to provide accurate information in answer to inquiries shall include the following steps:

- A. A parent or other public complainant should first seek to resolve his/her concern with the teacher or other staff member involved;
- B. Unresolved concerns should then be brought to the building administrator. The building administrator shall be responsible for:
 - 1. A written description of the complaint;
 - 2. A written description of action taken to remedy the complaint;
 - 3. A written description of the outcome;
 - 4. Reporting the above to the chief school administrator.
- C. If the matter remains unresolved, the parent or other public complainant may then be presented in writing to the chief school administrator. The chief school administrator is responsible for:
 - 1. A written description of the complaint;
 - 2. A written description action taken to remedy the complaint;
 - 3. A written description of the outcome;
 - 4. Reporting the above to the board.
- D. If the matter continues to be unresolved, the chief school administrator shall submit to the board in writing a report on all facts available concerning the unresolved issues prior to a formal hearing;
- E. Upon the written request of the parent or public complainant, a formal hearing before the board of education will be held. The decision reached shall be the final decision of the school system.

Adopted:	August 8, 1977
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Readopted:	April 27, 2009, September 17, 2018, August 16, 2021, January 2024