

PUBLIC COMPLAINTS

The School Board recognizes its obligation to be available to the public. It also believes that an individual's complaint can often be most quickly corrected if taken up with the lowest authority able to react to the problem. If unsatisfied at that level, the individual may of course take the complaint further.

For example:

- In cases of complaints regarding classroom events, individuals are urged to take up complaints first with the teacher, then if not satisfied successively with the department head, the principal, the superintendent, and then the Board.
- Regarding school bus events, the sequence would be the principal, bus coordinator, the superintendent, Board.
- If the complaint arises from what seems to be a departmental practice, first inquiry would be with the department head: a school practice with the principal.
- Since only the Board can change or make exceptions in district-wide policies, such cases would be taken directly to the Board.(See policy BDDC on agenda preparation and policy BDDH on public participation at Board meetings)

Inquiries as to the most appropriate place to initiate a complaint may be made of Board members, the superintendent's office, or any staff person.

LONDONDERRY SCHOOL BOARD

Adopted: June 19, 1978