

# Policy

## Glen Ridge Board of Education

### 9130 PUBLIC COMPLAINTS AND GRIEVANCES

The Board of Education welcomes inquiries about and constructive criticism of the districts programs equipment, operations and personnel.

When a Board member is advised of a complaint or inquiry, he/she will encourage the use of the chain of command, not commit the Board and refer the complaint or inquiry to the Superintendent.

Parent(s) or legal guardian(s) and pupils will be informed of the proper chain of command to follow in the individual school, and the district.

The Superintendent shall develop procedures to investigate and solve problems promptly, and to provide accurate factual information in answer to inquiries. Such procedures shall conform to state law and applicable negotiated agreements.

Only in those cases where satisfactory adjustment cannot be made by the Superintendent and the staff shall communications and complaints be referred to the Board of Education for resolution.

All signed complaints shall be acknowledged promptly.

Adopted: 25 November 2002