

Policy

COMMUNITY COMPLAINTS AND INQUIRIES

The West Long Branch Board of Education welcomes inquiries about the district's programs, equipment, operations and personnel.

The chief school administrator 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.

Parents/guardians and students will be informed of the proper avenues to follow in the individual school.

When a board member is presented with a community complaint or inquiry, he/she will withhold comment, commitment and/or opinion and refer the complaint or inquiry to the chief school administrator.

Only in those cases where satisfactory solution cannot be made by the chief school administrator and the staff shall complaints and inquiries be referred to the board of education for resolution.

All signed complaints shall be acknowledged promptly.

Adopted: January 17, 1995
Amended: November 25, 2003
Revised: February 23, 2010
Reviewed: December 13, 2011
Reviewed: March 25, 2014

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Key Words

Community Complaints and Inquiries, Complaints, Inquiries

Legal References: N.J.S.A. 10:4-6 et seq. Open Public Meetings Act
N.J.S.A. 18A:11-1 General mandatory powers and duties
N.J.S.A. 18A:54-20 Powers of board (county vocational schools)
N.J.S.A. 47:1A-1 et seq. Examination and copies of public records (Open Public Records Act)

Possible

Cross References: *1120 Board of education meetings
*3570 District records and reports
*4112.6/4212.6 Personnel records
*4116 Evaluation
4148/4248 Employee protection
*4216 Evaluation
*5145.6 Student grievance procedure
*6144 Controversial issues
*6161.1 Guidelines for evaluation and selection of instructional materials
*6161.2 Complaints regarding instructional materials
*6163.1 Media center/library
*9010 Role of the member

COMMUNITY COMPLAINTS AND INQUIRIES (continued)

*9020	Public statements
9123	Appointment of board secretary

*Indicates policy is included in the Critical Policy Reference Manual.