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**School Committee Policy:**

**#215**

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### **Public Complaints/Concerns**

In a dynamic and responsive school system, the School Committee, Administration, Teachers and staff will work together to foster free and open interchange of information and ideas with the community. The regular sharing of differing points of view, compliments and concerns is one hallmark of a healthy organization.

At times, a parent/citizen may become sufficiently concerned over a situation in the schools to seek to have a change made or to have some corrective action taken. In such cases, the person is encouraged to share concerns with the appropriate school personnel. It is understandable that pursuing a complaint or concern may be an emotional experience, as well as the event or situation that leads to the complaint or concern. Parents/citizens are reminded that the teachers, staff and administrators of the Maynard Public Schools shall be treated with the respect and dignity that they themselves would also expect to receive. Any disrespect or harassment of a teacher, staff member or administrator will not be tolerated.

The Maynard School Committee believes that: a. complaints are best received and resolved on a person-to-person basis as close to the origin of the concern as possible; and b. the professional staff should be given every opportunity to consider the issues and attempt to resolve a problem prior to involvement by the School Committee. Therefore, the proper channeling of complaints involving personnel, curriculum, or school operations, will be the administrative staff identified in items 1 through 4 in the list below, with the Superintendent being the highest position of authority on these matters. The proper channeling of complaints involving school finance, school committee policy, or the supervision and hiring of the Superintendent will start at the person to person level with successive remedies sought through the full list (1 through 5) below with the School Committee as the ultimate authority on these matters:

1. Citizen to Teacher/staff member
2. Citizen to Building Administrator, Special Education Department Chair
3. Citizen to Assistant Superintendent/Curriculum Director, Director of Student Services, or Business Manager, (as appropriate)
4. Citizen to Superintendent
5. Citizen to School Committee

The Maynard School Committee expects the professional staff to receive complaints courteously

and to make proper reply within five working days to complainants, whenever possible. **Every effort will be made to encourage citizens to follow the sequence of complaints.** Copies of this policy and all school committee policies are available on the school department website at [www.maynard.k12.ma.us](http://www.maynard.k12.ma.us) under the School Committee pull down menu.

No member of the community will be denied the right to bring an appropriate complaint to the Maynard School Committee. However, all complaints brought to the School Committee will be referred to the Superintendent for resolution prior to investigation or action by the School Committee. Exceptions will be made only when complaints concern School Committee actions or School Committee operation. On those matters where the School Committee has jurisdiction over an issue, if the concern has been presented at a lower level and adjusted at that level before being appealed to the School Committee, a report of the disposition of the matter will be made promptly by the Superintendent to the School Committee.

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