

POLICY

Board of Education Bernards Township

File Code: 9130
PUBLIC COMPLAINTS AND INQUIRIES

The Board of Education welcomes inquiries and constructive criticism of the District's programs, equipment, operations and personnel.

The Superintendent shall develop procedures to respond to such comments or inquiries by residents of Bernards Township and to investigate and resolve problems promptly. Requests for information shall be satisfied accurately and promptly. The ability of the District administrator and staff to satisfy inquiries may be limited by law, State regulation or negotiated contracts. A complaint about a school program or personnel should be addressed to the building principal; a complaint about instructional or resource materials should be addressed to the Superintendent.

Any misunderstandings or disputes between the public and School District staff should, whenever possible be settled by direct, informal discussion among the interested parties. It is only when such informal meetings fail to resolve differences that more formal procedures shall be employed. Those issues which are not resolved by the administrators and staff may be referred by the complainant to the Board of Education for resolution. A decision by the Board may be appealed to the Commissioner of Education. To clarify and to speed the resolution or appeal process, all complaints shall be reduced to writing at each level of investigation, decision or appeal.

When a Board member is confronted with an issue, he/she will refer the complaint or inquiry to the Chief School Administrator.

All signed complaints shall be acknowledged promptly. In normal circumstances, no anonymous letters shall be considered by the Board.

The administration will keep the Board informed of all new or ongoing legal issues other than confidential student matters.

LEGAL: N.J.S.A. 10:4-6
 through -21 Short title...
 N.J.S.A. 18A:11-1 General mandatory powers and duties

ADOPTED: November 26, 2007