

PUBLIC CONCERNS AND COMPLAINTS

Parents, students or other citizens with complaints or concerns regarding any aspect of the Augusta School Department or an employee thereof shall be encouraged to seek a resolution at the lowest possible level. The only exceptions are complaints that concern Board actions or operations. Such complaints should be addressed to the Board Chair. Those submitting complaints or concerns will receive acknowledgements and/or responses in a timely manner.

If the complaint cannot be resolved at the lowest level, the person initiating the complaint may appeal the decision to the next level (e.g., Teacher, Principal, Directors, or Assistant Superintendent).

If the complaint cannot be resolved at any lower level, it may be appealed to the Superintendent. If the complaint remains unresolved at the Superintendent's level, the person making the complaint may request that the matter be placed on the agenda of the next regular Board meeting. The Superintendent/Board Chair shall determine whether the complaint should be placed on the agenda. The public has the right to present information regarding the complaint at the board meeting under the agenda item Audience Recognition for Non-agenda items.

At all levels of the complaint process, school employees are required to inform the person making the complaint of his/her right to appeal the decision to the next level.

This policy shall not be utilized by employees for matters or grievances relating to any term or condition of their employment. Such matters shall be addressed through established channels for grievances.

Cross Reference: BEDB – Agenda Preparation and Dissemination
 BEDH – Public Participation at Board Meetings

Adopted: May 8, 2013

Revised: _____