

POLICY RELATING TO COMMUNICATION/PUBLIC RELATIONS

COMPLAINTS ABOUT DISTRICT PERSONNEL

The Wachusett Regional School Committee establishes the following to ensure that any complaint about District personnel is given respectful attention while maintaining the integrity of the educational program. "Complaint" in this case will be restricted in meaning to criticism of particular school employees by a citizen of the school district which includes or implies a demand for action by school authorities. Other comments and/or suggestions will be referred informally to affected personnel.

Any employee who receives a complaint should try to resolve the complaint through direct personal contact. If the complaint remains unresolved, the employee will refer the complainant to the building principal. The principal shall notify the employee of the complaint and will try to resolve the issue directly with the complainant at the building level.

If the complainant is not satisfied with the resolution at the building level, the complaint shall be directed to the Superintendent or his/her designee. The Superintendent or his/her designee will discuss the complaint with the complainant and will then address the issue with the appropriate personnel. The decision of the Superintendent is final.

If the complaint regards a principal, the complainant may refer the complaint directly to the Superintendent.

Additional information regarding complaints against personnel is included in the respective collectively bargained agreements.

First Reading: 08/11/97

Second Reading: 09/08/97

Amendment First Reading: 03/22/10

Amendment Second Reading: 04/12/10

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