

Community Relations

Public Complaints

Constructive criticism of the schools is welcome through whatever medium on the assumption that it is motivated by a sincere desire to improve the quality of the educational program and to equip the school or school district to perform its mission more effectively. The policy shall apply except when there is a statutory right of a hearing.

All complaints about the conduct of the schools from the public — with the exception of sexual harassment complaints and complaints regarding instructional material — shall be resolved at the lowest level possible, with the person most directly involved with the issue. Sexual harassment complaints shall be processed in accordance with policies 4118.112, 4218.112, and 5145.5. Instructional material complaints shall be processed in accordance with Policy/Regulation #6161.1.

The administrator shall acknowledge receipt of the complaint either verbally or in writing and subsequently seek resolution.

If any complaint is deemed to be resolved unsatisfactorily at the administrator level, a signed written complaint should be sent to the Superintendent of Schools, who shall seek to achieve resolution.

The complaint should be written in the following format:

- the nature of the complaint
- date(s) of initial complaint(s)
- recap of action(s) taken and reasons for continuing concern(s)
- desired resolution
- contact information

The Superintendent shall investigate the complaint and respond in writing to the complainant in a reasonable period of time on the findings of the investigation and his/her recommendations for resolution.

BROOKFIELD PUBLIC SCHOOLS
Brookfield, Connecticut