

Members of the school board, individually and collectively, recognize and welcome their responsibilities for listening to comments and suggestions from the residents of the school district.

Board members individually will refer compliments, suggestions, and constructive criticism about operational matters directly to the superintendent of schools for appropriate consideration and action. Comments affecting policy will be routed through regular channels to the board meeting agenda for consideration by the school board as a whole.

Complaints shall be handled and resolved, whenever possible, as close to their origin as possible.

No member of the community shall be denied the right to petition the school board for redress of a complaint. However, the complaint shall be referred back through the proper administrative channels for solution before investigation or action by the board. Exceptions are complaints that concern school board actions or board operations only.

The board advises the public that the proper channeling of complaints involving instruction, discipline, or learning materials should proceed from teacher to principal to superintendent and finally to the school board. Petitions to the board shall be in writing.

Any complaint about school personnel will be investigated by the administration before consideration and action by the board.

Adopted: Blue Hill School Committee - August 12, 1992