

COMPLAINTS ABOUT SCHOOL PERSONNEL

It is the policy of Maine School Administrative District #15 to create a climate in the schools whereby persons are encouraged to bring complaints to the attention of school officials for resolution, and explain the responsibilities of school officials in handling complaints. The School Board believes that constructive criticism, when it is motivated by a sincere desire to improve the quality of our educational programs, assists school personnel to perform their responsibilities more effectively. At the same time, the School Board places trust in its employees and desires to support their actions in such a manner so that employees are not subjected to unnecessary, spiteful, or frivolous complaints.

Complaints will be referred to the proper administrator/supervisor for resolution. Generally, the first step will be to discuss the matter directly with the employee against whom the complaint is registered. If this is clearly inappropriate because of the nature or severity of the complaint, the person making the complaint may request a conference with the principal/immediate supervisor. The principal/immediate supervisor or his/her designee will investigate and communicate with the person making the complaint. Privacy rights of all parties will be respected.

If a complaint cannot be resolved by the administrator/supervisor, it may be presented to the Superintendent. The person requesting the Superintendent's review must submit the complaint in writing, setting forth the specific facts on which it is based and attaching all supporting documents. The Superintendent will provide a copy of the written complaint to the person against whom the complaint is made.

If a complaint remains unresolved at the Superintendent's level, the complainant may request that the matter be placed on the School Board's Agenda. The School Board Chair will decide whether the complaint will be placed on the Board's Agenda. If a complaint is placed on the Agenda, the Superintendent will invite the complainant and the person against whom the complaint is made to attend the meeting. The Superintendent will provide the School Board members with a copy of the complaint and supporting documents.

The School Board will determine the procedural rules for any meeting to hear a complaint. Any such meeting will be held in executive session. If a group submits a complaint that is placed on the School Board Agenda, a delegation of no more than two individuals must be designated to represent the group and to present the complaint to the School Board.

This complaint policy may not be used by employees for employment matters. Such matters need to be processed through the appropriate grievance procedure, if any.

Cross Reference: BEDH Public Participation at Board Meetings