

COMMUNITY COMPLAINTS AND INQUIRIES

The Long Hill Township Board of Education (BOE) welcomes inquiries about and constructive criticism of the district's programs, equipment, operations and personnel.

The Chief School Administrator (CSA) shall develop procedures to investigate and solve problems promptly, and to provide accurate factual information in answer to inquiries. Such procedures shall conform to state law and applicable negotiated agreements.

Parents/guardians and students will be informed of the proper avenues to follow in the individual school.

When a Board member is confronted with an issue, he/she will withhold comment, commitment and/or opinion and refer the complaint to the CSA.

Only in those cases where satisfactory adjustment cannot be made by the CSA and the staff shall communications and complaints be referred to the BOE for resolution.

All signed complaints shall be acknowledged promptly.

Reviewed and readopted: January 23, 2012

First reading: July 26, 1999

Second reading: August 20, 1999

Legal References:

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| <u>N.J.S.A.</u> 10:4-6 <u>et seq.</u> | Open Public Meetings Act |
| <u>N.J.S.A.</u> 18A:11-1 | General mandatory powers and duties |
| <u>N.J.S.A.</u> 18A:54-20 | Powers of board (county vocational schools) |
| <u>N.J.S.A.</u> 47:1A-1 <u>et seq.</u> | Examination and copies of public records ("Open Public Records Act") |

Possible Cross References:

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| *1120 | Board of education meetings |
| *3570 | District records and reports |
| *4112.6 | Personnel records – certified staff |
| *4116 | Teacher evaluation |
| *6161.1 | Guidelines for evaluation and selection of instructional materials |
| *6161.2 | Complaints regarding instructional materials |
| *9010 | Role of the member |
| 9123 | Duties and responsibilities of the school business administrator and board secretary |