

Complaints Against School Personnel or Programs

The Ashland School Board believes that complaints and grievances are best handled and resolved by the parties directly concerned. Therefore, the proper channeling of complaints involving instruction, staff, discipline, or learning materials will be as follows:

1. Teacher
2. Principal
3. Superintendent of Schools
4. School Board

Any complaint presented to the Board about school personnel shall be referred back through proper administrative channels. The Board will not hear complaints from individuals until such complaints have first been brought forth through the appropriate and applicable administrative procedures. Exceptions to this provision are for complaints that relate solely to Board actions or Board operations.

Any parent, student or citizen who brings a complaint forward regarding any program or staff member should do so with the understanding that s/he will not be subject to any form of retribution for doing so.

1. The Board member shall refer the person making the complaint to the building administration or Superintendent for investigation. The Superintendent may delegate the investigation to the Principal.
2. If the member of the public will not personally present the complaint to the Superintendent or Principal, the Board member shall then ask that the complaint be written and signed.. The Board member will then refer the complaint to the Superintendent for investigation.
3. If the person making a complaint feels that a satisfactory reply has not been received from the Superintendent, s/he may request that the complaint be heard by the Board. The Board will hear and act upon the complaint only by majority vote. If the Board does hear and act upon the complaint, all Board decisions shall be final.
4. Anonymous complaints will not be acted on.

Those with concerns or complaints are encouraged to call the Superintendent prior to the Board meeting. All personnel matters must be discussed in non-public session.

Individuals appearing before the school board unannounced with complaints against any specific school employee will be informed that the individual(s) so named in the complaint must be given the opportunity to be present before the complaint will be heard or acted upon by the school board unless the complaint is of such a serious nature that health, welfare or safety may be in immediate jeopardy.

Individuals appearing unannounced before the school board about instruction, staff, discipline or learning materials will be heard during the "Privilege of the Floor" section of the meeting. (The Board also reserves the right to enter into non-public session at any time, in accordance with the provisions RSA 91-A:3 per Policy #8344, Public Participation at School Board Meetings.)

The Board will review the complaint and, as deemed appropriate, assign responsibility for action to the respective administrator. The administrator will report the resolution of the complaint to the Board at its next scheduled meeting. All school personnel named in a complaint will be notified promptly by their administrative supervisor and given the opportunity to respond.

Written: 09/24/74
Adopted: 10/08/74
Revised: 07/31/84
Revised: 08/92
Reviewed: 06/03/98
Rewritten: 09/03/02
Approved: 01/07/03
Reviewed: 07/01/03
Reviewed: 05/04/04
Revised: 01/04/11
Revised: 06/05/12
Revised: 01/03/17