

CITIZEN COMPLAINTS/CONCERNS

In a dynamic and responsive school system, the School Committee, Administration and teaching staff will work together to foster free and open interchange of information and ideas with the community about the operation of the schools. The regular sharing of differing points of view, compliments and concerns is one hallmark of a healthy organization.

At times, a parent/citizen may become sufficiently concerned over a situation in the schools to seek to have a change made or to have some corrective action taken. In such cases, the person is encouraged to share concerns with the appropriate school personnel.

The Duxbury School Committee believes that: a) complaints are best received and resolved on a person-to-person basis as close to the origin of the concern as possible; and, b) the professional staff should be given every opportunity to consider the issues and attempt to resolve a problem prior to involvement by the School Committee. Therefore, the proper channeling of complaints involving personnel, curriculum or school operations, will be as follows:

1. Citizen to Teacher/Department Head/Curriculum Supervisor
2. Citizen to Building Administrator
3. Citizen to Business Manager or Assistant Superintendent, as appropriate
4. Citizen to Superintendent
5. Citizen to School Committee

Every effort will be made to include in later meetings the classroom teacher and/or other persons with first-hand knowledge of the issues. The Duxbury School Committee expects the professional staff to receive complaints courteously and to make proper reply within five working days. Every effort will be made to ENCOURAGE citizens to follow the sequence of complaints.

No member of the community will be denied the right to bring a complaint to the Duxbury School Committee. However, all complaints to the Committee will be referred to the Superintendent for resolution prior to investigation or action by the School Committee. Exceptions will be made only when complaints concern School Committee actions.

LEGAL REFS.: MG.L. 76:5