

## **Community Relations**

### **Public Complaints**

#### **General Complaint Procedures**

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

Although no member of the community shall be denied the right to petition the Board of Education for redress of a grievance, complaints shall be referred back through the proper administrative channels for solution before investigation or action by the Board. Exceptions are complaints that concern Board actions or Board operations only. In addition, the Board may review and hear complaints only if 1) a specific Board policy or statute provides for such review, and 2) in the Board's judgment, Board review is warranted and permitted by law and policy.

The Board advises the public that the proper channeling of complaints involving instruction, or learning materials is as follows:

1. Teacher
2. Principal
3. Superintendent
4. Board of Education

(cf. 5145.2 Freedom of Speech/Expression)

(cf. 6161 Textbook Selection and Adoption)

Legal Reference: Connecticut General Statutes

10-238 Petition for hearing by board of education.

Policy adopted: May 7, 2001  
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 Policy reviewed: October 15, 2013  
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NEW MILFORD PUBLIC SCHOOLS  
 New Milford, Connecticut