

**COMMUNITY COMPLAINTS AND INQUIRIES**

The board of education welcomes inquiries about and constructive criticism of the district's programs, equipment, operations and personnel.

The chief school administrator 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 pupils 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 or inquiry to the chief school administrator.

Only in those cases where satisfactory adjustment cannot be made by the chief school administrator and the staff shall communications and complaints be referred to the board of education for resolution.

All signed complaints shall be acknowledged promptly. No anonymous letters shall be considered by the board.

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

**Cross References:** \*1120 Board of education meetings  
\*3570 District records and reports  
\*4112.6 Personnel records  
\*4116 Evaluation  
4148 Employee protection  
\*4212.6 Personnel records  
4248 Employee protection  
\*5145.6 Pupil grievance procedure  
\*6144 Controversial issues  
\*6161.1 Guidelines for evaluation and selection of instructional materials  
\*6161.2 Complaints regarding instructional materials  
\*6163.1 Media center/library  
\*9010 Role of the member  
\*9020 Public statements  
9123 Appointment of board secretary

\*Indicates policy is included in the Critical Policy Reference Manual.

**Key Words**

Community Complaints and Inquiries, Complaints, Inquiries

Approved: January 13, 1992  
Revised: June 23, 2003, Legal Update March 8, 2004

**COMMUNITY COMPLAINTS AND INQUIRIES (continued)**

**GLEN ROCK BOARD OF EDUCATION  
Glen Rock, NJ 07452**

**FILE CODE: 1312  
Exhibit 1**

**COMMUNITY COMPLAINTS AND INQUIRIES**

**Complaint Form Instructions**

The Glen Rock School District encourages anyone with having a complaint concerning personnel, programs or any other matters to bring the matter to the attention of the district. However, where a complaint concerns personnel of the district the complaint must be in writing signed by the person seeking consideration of the matter.

The attached form has been prepared to assist you in submitting your issue. If your issue concerns personnel, academic program or other district issues, please address your complaint to the chief school administrator. If your issue deals with the board or board actions, please address your complaint to the board secretary. Please complete, sign and return the attached form by giving it to the building principal or mailing it to the:

Chief School Administrator or Board Secretary  
Glen Rock School Public Schools  
620 Harristown Road  
Glen Rock, NJ 07452

Prior to submitting a written complaint concerning a teacher, coach, administrator or other member of the district's staff, we recommend that you meet with the individual who is the subject of the complaint to discuss your concerns. If not satisfied with the results of that meeting, you should submit the attached form in order to set up a meeting with the individual's supervisor and /or the building principal.

We are interested in promptly addressing your concerns and request that you submit your written complaint form within 14 days of your initial meeting with the individual concerned so that your issue may be handled in an expeditious manner.

District personnel will review your complaint and someone will seek to contact you within 10 school days of the receipt of the complaint.

**COMMUNITY COMPLAINTS AND INQUIRIES (continued)**

**COMPLAINT FORM**

I. Persons Involved:

Teacher/Administrator/Coach/Individual: \_\_\_\_\_

Student: \_\_\_\_\_

Class/Team/Program/Other: \_\_\_\_\_

School: \_\_\_\_\_

II. Description of Complaint:

Please describe the complaint as completely as possible on the following lines. You may continue on the reverse side of this form or attach additional pages or a separate letter.

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Have you met with the individual who is the subject of this complaint to discuss your concerns?  
Yes \_\_ (Date: \_\_/\_\_/\_\_) No\_\_

Have you met with the building principal about this matter? Yes \_\_ (Date: \_\_/\_\_/\_\_) No\_\_

Your Name: \_\_\_\_\_

Contact Phone: \_\_\_\_\_

Best Time to Reach You: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

This form, when completed and signed, should be delivered the building principal or mailed to the:

Chief School Administrator or Board Secretary  
Glen Rock School Public Schools  
620 Harristown Road  
Glen Rock, NJ 07452

**COMMUNITY COMPLAINTS AND INQUIRIES (continued)**

**GLEN ROCK BOARD OF EDUCATION**  
Glen Rock, NJ 07452

**FILE CODE: 1312**  
**Regulation**

**COMMUNITY COMPLAINTS AND INQUIRIES**

**PROCEDURE FOR DISTRICT DIRECTED COMPLAINTS AND INQUIRIES**

The Glen Rock School District encourages anyone with having a complaint concerning personnel, programs or any other matters to bring the matter to the attention of the district.

There is a proper chain-of-command that exists for the effective handling of community, parental and student complaints and/or criticisms. Complaints concerning instruction, discipline or learning materials shall be addressed in the following order to ensure prompt and meaningful resolution:

1. Teacher,
2. Principal,
3. Chief school administrator
4. Board of education.

Any administrator, receiving a complaint, shall refer the complainant to the appropriate individual in the chain of command.

Board members who are contacted with complaints shall refer the complainant to the chief school administrator who shall refer the issue to the appropriate individual in the chain of command.

Initially, an attempt shall be made to resolve the issue informally with the individual involved. If informal attempt at resolution is not successful, the complainant shall put the complaint in writing using form 1312 –E1 and shall submit the complaint to the individual's immediate supervisor within 14 days.

The form, 1312-E1, is available at the school offices, the board office and on the district web site.

The immediate supervisor shall have 10 school days (defined as days when both staff and students are in attendance at school) to provide a written response.

It is understood that any member of the community seeking redress who feels that satisfaction has not been received retains the right to carry the complaint to the next highest level of authority.

The board requests that all complaints be signed. Anonymous complaints shall be disregarded unless issues of health and safety are involved. The chief school administrator shall determine if an anonymous complaint shall be investigated.

The chief school administrator shall respond to all inquiries about district issues. When appropriate, he/she may require the issue to be put in writing. In the response, he/she shall indicate:

- ✓ Whether he/she legally can provide the information requested;
- ✓ When the information requested will be available;

**COMMUNITY COMPLAINTS AND INQUIRIES (continued)****PROCEDURE FOR DISTRICT DIRECTED COMPLAINTS AND INQUIRIES (continued)**

- ✓ Whether the response will be given orally at a board meeting or in writing to the questioner;
  - If the information is of general interest, it will be given publicly at a board meeting and every attempt shall be made to respect and protect the confidentiality of those involved.
  - If the information is personal, or of interest only to the respondent, it will be given in writing. The board shall be copied on the written response unless privacy or legal issues prohibit such action.
- ✓ How the questioner will be notified of the date and time of the board meeting if the response is to be given publicly.
- ✓ Whether there will be any charge for duplication of materials and what those charges might be.

Questions and/or complaints about board actions or operations may be made at the appropriate time during public Board meetings (See policy 1120) or in writing on form 1312-E to:

Secretary of the Glen Rock Board of Education  
620 Harristown Road  
Glen Rock, NJ 07452

**PROCEDURE FOR NCLB COMPLAINTS AND INQUIRIES**

The board of education welcomes inquiries about and constructive criticism of the district's NCLB programs, equipment, operations and personnel (see 1312-E2). In most cases it is possible to make a satisfactory adjustment by staff at the building level or by the chief school administrator at the district level. If this is not possible, complaints may be referred to the board of education for resolution.

Parents and community members who have specific concerns concerning the administration of education programs required by the Elementary and Secondary Education Act (ESEA) as amended by the No Child Left Behind Act (NCLB) should first attempt to settle their concerns locally as described above. If issues still remain, a complaint may be filed with either New Jersey or the United States government.

A complaint is a written allegation that a school, school district, other agency authorized by a school district or the NJ DOE, or NJ DOE has violated the law in the administration of education programs required by the NCLB. A complaint shall identify:

1. The alleged NCLB violation;
2. The facts supporting the alleged violation;
3. Any supporting documentation.

To initiate a complaint that a school, school district, or other agency authorized by a school district or the NJDOE has violated the administration of a education program, a complainant must submit a written complaint to the NJ Department of Education (NJDOE), attention Bergen County Superintendent. An allegation may be submitted in writing or electronically. If a complaint is submitted electronically, a hard copy should also be sent to the NJDOE via regular mail.

**COMMUNITY COMPLAINTS AND INQUIRIES (continued)****PROCEDURE FOR NCLB COMPLAINTS AND INQUIRIES (continued)**

A copy of the New Jersey procedures for processing the complaint may be obtained from the Office of the Bergen County Superintendent.

The New Jersey procedures require that county superintendent coordinate the investigation of the complaint. When the investigation is complete, the county superintendent will notify the complainant in writing regarding the outcome of the investigation. If a violation has occurred, the assistant commissioner assigned to oversee the matter shall identify and impose the appropriate consequences or corrective action as required by regulation to resolve the complaint. If the complainant does not agree with the NJDOE's decision, the complainant may appeal to:

United States Department of Education Secretary  
Office of Hearings & Appeals  
400 Maryland Avenue, SW  
Washington, DC 20202-4611  
(202) 619-9700  
www.ed-oha.org

To initiate a complaint against the NJDOE alleging a violation of the administration of a program, a written complaint should be submitted to:

Chief of Staff New Jersey Department of Education  
Office of the Chief of Staff  
P.O. Box 500  
Trenton, New Jersey 08625-0500  
(609) 292-4442

If the complainant is unsatisfied with the resolution or the process, the complaint may be submitted to:

United States Department of Education Secretary  
Office of Hearings & Appeals  
400 Maryland Avenue, SW  
Washington, DC 20202-4611  
(202) 619-9700.

**Legal References:**

Pursuant to 20 USC 7844, Sec 9304 (a)(3)(C), of the No Child Left Behind Act of 2001, a State Educational Agency (SEA) shall adopt written procedures that offer parents, public agencies, other individuals or organizations a method for receipt and resolution of complaints alleging violations in the administration of the programs..

Adopted: April 11, 2005  
Revised: October 8, 2007