

# KE - Public Concerns and Complaints

File: KE

## PUBLIC CONCERNS / COMPLAINTS

Parents, students or other citizens with complaints or concerns regarding any aspect of RSU 1 or an employee thereof shall be encouraged to seek a resolution at the lowest possible level (support staff, coach, and teacher). The only exceptions are complaints that concern School Board actions or operations. Such complaints should be addressed to the Board Chair.

If the complaint cannot be resolved at the lowest level, the person initiating the complaint may appeal the decision to the next level (i.e., Supervisor of Buildings, Grounds & Transportation, Principal, Special Education Director, Assistant Superintendent).

If the complaint cannot be resolved at any lower level, it may be appealed to the Superintendent. If the complaint remains unresolved at the Superintendent's level, the person making the complaint may request that the matter be placed on the agenda of the next regular School Board meeting. The Superintendent/Board Chair shall determine whether the complaint should be placed on the agenda.

At all levels of the complaint process, school employees are required to inform the person making the complaint of his/her right to appeal the decision to the next level.

This policy shall not be utilized by employees for matters or grievances relating to any term or condition of their employment. Such matters shall be addressed through established channels for grievances covered in collective bargaining agreements.

Cross Reference: BEDB -- Agenda Preparation and Dissemination

Adopted: January 29, 1987

Revised: June 12, 1995; April 27, 2020

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