

# KEB - Public Complaints Regarding School Personnel

RSU 1 Board of Directors believes in the fundamental principle that the schools exist primarily for the students. Consistent with that principle, complaints concerning school personnel should be reviewed as an opportunity for community members and school officials to work together to resolve issues of concern in a manner that is both responsive and responsible.

The Board places trust in its employees and desires to support their actions in such a manner that employees are free from unnecessary, spiteful, or negative criticism and complaints.

Public concerns and complaints about school personnel should be handled in a timely manner for the benefit of students, parents, and staff. The purpose of this policy is to:

- A. Create a climate in the schools whereby persons with complaints concerning school personnel will be encouraged to bring those complaints to the attention of school officials;
- B. Explain the responsibilities of school officials in handling such complaints to ensure administrative accountability and follow-through; and
- C. Ensure that RSU 1 will be responsive to such complaints so that mistrust will be prevented and appropriate corrective measures are taken when necessary.

Any person with a school-related complaint concerning a school employee is encouraged to meet directly with that employee to resolve the complaint. If this is deemed inappropriate because of the nature or severity of the complaint, the person may request a conference with the Principal/immediate supervisor to discuss the complaint. The Principal/immediate supervisor or his/her designee will be responsible for investigating the complaint and for communicating with the person making the complaint. Complaints beyond the Principal/immediate supervisor level shall be submitted in written form.

Complaints will be investigated by the employee's Principal/immediate supervisor, unless the Superintendent chooses to investigate the complaint or designates another person to investigate it on his/her behalf.

1. The person who is the subject of the complaint will be provided with an opportunity to be heard as part of the investigation.
2. If the complaint is against a member of a bargaining unit, any rights conferred under an applicable collective bargaining agreement shall be applied. To the extent that there is any inconsistency between this policy and a collective bargaining agreement, the

collective bargaining agreement shall take precedence.

3. Privacy rights of all parties to the complaint shall be maintained in accordance with applicable state and federal laws.
4. The investigator shall keep a written record of the investigation process.
5. The investigator shall consult with the Superintendent concerning the investigation, conclusions, and any remedial and/or disciplinary actions.

The employee shall be promptly informed in writing when the investigation is completed and of any determinations made.

If the investigator is unable to affect a satisfactory resolution of a complaint, he/she will inform the Superintendent in writing. If the person bringing the complaint is not satisfied with the resolution, he/she can appeal in writing to the Superintendent.

The Superintendent/designee will investigate the matter and take appropriate action, including communication with the person making the complaint. If the person making the complaint is not satisfied with the resolution of the complaint, he/she may request the Superintendent to forward the complaint to the Board of Directors. The Board of Directors will decide if it is appropriate to rule on a complaint referred to the Board of Directors.

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