

<b>POLICY MANUAL</b>	Ipswich Public Schools  FILE CODE:     KL
----------------------	---

## PUBLIC COMPLAINTS

Although no member of the community will be denied the right to bring their complaints to the Ipswich School Committee, they will be referred back through the proper administrative channels for solution before investigation or action by the school committee. Exceptions will be made when the complaints concern school committee actions or school committee operations only.

The Ipswich School Committee believes that complaints are best handled and resolved as close to their origin as possible; and that the professional staff should be given every opportunity to consider the issues and attempt to resolve the problem prior to involvement by the school committee. Therefore, the proper channeling of complaints involving instruction, discipline, or learning materials will be as follows:

1.     Teacher
2.     School building administrator
3.     Superintendent
4.     School committee

If a complaint is received by an individual school committee member, the complainant should be advised of the procedure to be followed. The school committee member shall then notify the superintendent of the complaint.

If a complaint, which was presented to the full school committee and referred back through the proper channels, is adjusted before it comes back to the school committee, a report of the disposition of the matter will be made to the committee and then placed in the official files.

Matters referred to the superintendent and/or the school committee must be in writing and should be specific in terms of the action desired.

The Ipswich School Committee expects the professional staff to receive complaints courteously and to make a proper reply to the complainant.

(See also ITA Contract, Article X)

Adopted:     August 23, 1984  
Adopted Revision:     June 1, 2000