

PUBLIC CONCERNS/COMPLAINTS

P1503

No resident will be denied the right to bring concerns or complaints to the School Committee.

- Concerns may be added to a future agenda for further committee discussion.
- Complaints regarding school staff or their actions will be referred back through the proper administrative channels for investigation and possible resolution.
- Concerned citizens may always bring to the School Committee any concern regarding School Committee actions or operations.

The School Committee believes that complaints regarding school staff or their actions 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 of the School Committee. For example classroom complaints should be resolved at the classroom level where possible. If the attempted resolution is unsuccessful, the complainant should pursue the proper channels for the areas noted.

Area	Step 1	Step 2	Step 3	Step 4
Classroom	Teacher	School Leadership (Assistant Principal Dean or Principal) School Finance Director (Routes and Stops)	Superintendent	School Committee
Transportation	Bus Driver/ Bus Company			
Guidance	Counselor	Director of Guidance		
Athletics	Coach	Director of Athletics		
Special Education	Special Education Teacher	Director of Student Services		
Curriculum	Curriculum Coordinator	Assistant Superintendent, Curriculum/Instruction		
Finance	Director of Finance and Administration	Superintendent	School Committee	

If a complaint, which was presented to the 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 School Committee and then placed in the official files.

Matters referred to the Superintendent and/or School Committee must be in writing, should be specific in terms of action desired, and should include the complainant’s name. The School Committee will not normally address anonymous complaints.

The School Committee and the professional staff shall receive complaints courteously and shall make a proper and timely reply to a complainant. Generally, contact from any citizen requesting a response should receive a response within five business days. Any promises for follow-up actions should be kept in a timely manner.

Westford Public Schools Policy References:
P7109 - New Member Orientation

Policy Adopted: April 9, 2001
Policy Reviewed: September 2011
Policy Revised: January 2012