

# **POLICY**

---

---

## **FRANKLIN TOWNSHIP BOARD OF EDUCATION**

**File Code:1312**

### **PUBLIC COMPLAINTS AND INQUIRIES**

The board 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. The board recognizes its duty to protect the rights of the staff and the students.

Parents/guardians and pupils will be informed of the proper avenues to follow in the Parent/Student handbook.

Any requests, suggestions, complaints, or grievances addressed to board members shall be referred to the chief school administrator for consideration according to district procedure. A board member recognizes that authority rests with the board of education and will make no personal promises, comments, nor take any private action which may compromise the board.

Only in those cases where satisfactory adjustment cannot be made by the chief school administrator and the staff shall communications and All signed complaints and inquiries shall be acknowledged promptly. No anonymous letters shall be considered by the board.

Previously referenced as Policy 903

Date adopted:12/9/96

Date reviewed: 1/12/09

Date reviewed: 4/27/15

Cross Reference: Policy 1250

