

Concord School District Policy #812
Communication of Complaints about School District Employees

The Board believes that complaints and grievances are best handled and resolved by the parties directly concerned. Complaints may be brought forward by parents, students or any member of the community. The proper channeling of complaints will be as follows:

1. Teacher
2. Principal
3. Superintendent
4. School Board

Any complaint presented to the Board about school personnel shall be referred back through proper administrative channels. The Board will not hear complaints from individuals until such complaints have first been brought forth through the appropriate and applicable administrative procedures. Exceptions to this provision are for complaints that relate solely to Board actions or Board operations.

In the event a complaint is made directly to an individual Board member, the procedure outlined below shall be followed:

1. The Board member shall refer the person making the complaint to the Superintendent for investigation. The Superintendent may delegate the investigation to the Principal.
2. If the member of the public will not personally present the complaint to the Superintendent or Principal, the Board member shall then ask that the complaint be written and signed. The Board member will then refer the complaint to the Superintendent for investigation.
3. If the person making a complaint feels that a satisfactory reply has not been received from the Superintendent, he or she may request that the complaint be heard by the Board. The Board will hear and act upon the complaint only by majority vote. If the Board does hear and act upon the complaint, all Board decisions shall be final.
4. If the Board decides, in accord with Paragraph Three, to hear and act upon a complaint that pertains to personnel, employee, student or administrative matters, it shall determine whether the complaint shall be heard in public or non-public session in accordance with RSA 91-A:3 and the laws pertaining to student and family privacy rights. The Board shall also determine whether it is appropriate to inform the individual who is the subject of the complaint of the meeting and to provide said individual with further opportunity for explanation, comment and presentation of the facts to the Board.
5. If the Superintendent is the subject of the complaint, the Board shall determine whether the complaint should be heard in public or non-public session in accordance with RSA 91-A:3. The Board may, to the extent it is appropriate, advise the Superintendent of the

nature of the complaint and may give the Superintendent an opportunity for explanation, comment and presentation of the facts.

Adopted 1975. Revised 1983; 1985; August 6, 2001; August 5, 2019
Corresponds to NHSBA Policies KE, KEB