

COMMUNITY COMPLAINTS AND INQUIRIES

The Achievers Early College Prep Board of Trustees welcomes inquiries about and constructive criticism of the school's programs, equipment, and personnel.

The school director 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.

Parents/guardians and students will be informed of the proper avenues to follow in the school.

When a board member is confronted with an issue, he/she will withhold comment, commitment and/or opinion and refer the complaint or inquiry to the school director.

Only in those cases where satisfactory adjustment cannot be made by the school director and the staff shall communications and complaints be referred to the board of trustees for resolution.

Complaint Regarding Potential Violations of the Charter School Law

Any individual or group may bring a complaint to the board of trustees alleging a violation of the provisions of the Charter School Law, N.J.S.A. 18A:36A-1 et seq. The board shall establish an advisory grievance committee consisting of both parents and teachers who are selected by the parents and teachers of the school to make nonbinding recommendations to the board concerning the disposition of a complaint.

The contact information and information regarding the grievance procedure will be available in the main school office and/or the student/parent and staff handbooks.

Complaints shall be submitted in writing with copies distributed to the grievance committee, school director and to the board of trustees. The grievance committee shall review the complaint according to board procedures and present nonbinding recommendations concerning the disposition of the complaint to the board of trustees. After consideration of the recommendations of the advisory grievance committee the board shall render a decision. All parties to the grievance shall be promptly notified of the board decision.

The decision of the board may be appealed to the Commissioner of Education.

All signed complaints shall be acknowledged promptly.

Adopted:

Key Words

Community Complaints and Inquiries, Complaints, Inquiries

Legal References: N.J.S.A. 10:4-6 et seq.
N.J.S.A. 18A:11-1
N.J.S.A. 18A:36A-15 et seq.
N.J.S.A. 47:1A-1 et seq.

Open Public Meetings Act
General mandatory powers and duties
Complaints to board of trustees
Examination and copies of public records (Open Public Records Act)

COMMUNITY COMPLAINTS AND INQUIRIES (continued)

Possible

<u>Cross References:</u>	*1120	Board of trustees meetings
	*3570	School records and reports
	*4112.6	Personnel records
	*4116	Evaluation
	*4212.6	Personnel records
	*5145.6	Student grievance procedure
	*6144	Controversial issues
	*6161.1	Guidelines for evaluation and selection of instructional materials
	*6161.2	Complaints regarding instructional materials
	*6163.1	Media center/library
	*9010	Role of the member
	*9020	Public statements

*Indicates policy is included in the Critical Policy Reference Manual.