

DANBURY PUBLIC SCHOOLS

Danbury, Connecticut

POLICY

COMPLAINT RESOLUTION

Adopted: 6/14/00

Policy No. 9-310

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The Board of Education recognizes its responsibility to provide for the orderly resolution of any complaint arising out of a purported violation, interpretation or inappropriate application of school district policies, administrative rules and regulations or the requirements of State or Federal statutes.

To implement this policy statement, as well as Policy No. 9-312 *Complaints Concerning School Personnel*, and Policy No. 9-312.1 *Complaints Concerning Instructional Materials*, the following procedures are established:

DEFINITIONS

Complaint – a complaint shall mean a charge which has been filed by a student’s parent or guardian, on behalf of the student, by a resident of the City of Danbury, or by a recognized community group dealing specifically with alleged violations, interpretation or application of school district policies, administrative rules and regulations, or the failure to comply with State or Federal statutes.

Days – Days as used in this procedure shall mean days when school is in session.

PROCEDURE

All complaints shall be addressed in writing to the Assistant Superintendent of Schools, who shall be responsible for investigating the charge(s). Upon investigation, the Assistant Superintendent shall, in consultation with the Superintendent, where appropriate, effectuate those changes and/or take such action necessary to resolve the issue and shall inform the complainant in writing of the action taken within twenty (20) days of receipt of such complaint.

Since it is important that complaints be resolved as rapidly as possible, the number of days indicated should be considered as maximum and every effort should be made to expedite the process.

APPEALS

The Board will consider hearing citizen complaints when they cannot be resolved by the administration. Matters referred to the Board must be in writing and should be specific in terms of the action desired.

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PUBLIC COMPLAINTS

In the event that the complainant is not satisfied with the administrative decision, the Superintendent shall inform the Board of Education of the complaint and the request for appeal. If a majority of the Board members present and voting so vote, the Board shall hear the appeal, in accordance with the procedures in the following paragraphs. The time limits set out below are guidelines and may be extended by the Board

Such a hearing shall be conducted as soon as possible, but in no event later than twenty (20) days following the receipt of the request for such review.

The complainant shall be given the opportunity to be present and to be heard at the hearing.

The complainant shall be notified in writing within ten (10) days of the decision of the Board.

DISCLAIMER

This complaint procedure is not applicable to situations for which other appeal and adjudication procedures are provided, i.e., general statutes, Title IX grievance procedures, etc.

The Board of Education will be notified within five (5) days of the written complaint filed under this policy or under existing State or Federal due process procedures. The notification will contain a summary of the complaint and will be distributed by the designated administrator responsible for investigating the complaint.