

PRINCETON CHARTER SCHOOL POLICY MANUAL
Princeton, New Jersey

FILE CODE: 1312
☐ **Monitored**
☐ **Mandated**
☒ **Other Reasons**

Policy

COMMUNITY COMPLAINTS AND INQUIRIES

PCS welcomes inquiries about and constructive criticism of the school's programs, equipment, and personnel.

The Head of School 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, the Charter and board-adopted policies..

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

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 Head of School.

Only in those cases where satisfactory adjustment cannot be made by the Head of School 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

As provided in Section 4.3 of the Charter and required under the Law:

"An advisory grievance committee hears complaints on the part of individuals or groups who allege a violation of the provisions of the school's Charter. This grievance committee is an ad hoc committee of the Board of Trustees, including trustees, parents, and teachers as members. The grievance and complaint review process includes: 1) written description of the grievance, along with any supporting documentation, to be presented by the aggrieved party to the grievance committee no later than one month after the fact; 2) committee review of the grievance and all supporting materials along with interview of the aggrieved and other relevant parties within one month's time; 3) committee decision within one week's time or a call for more information, in which case the process starts again with 2); 4) the advisory grievance committee makes its decision and nonbinding recommendations concerning the disposition of the complaint known to the school's Board of Trustees; 5) the Board of Trustees considers the recommendations of the grievance committee at its next regularly scheduled meeting and renders a decision; 6) if the Board decides wholly or partially for the aggrieved, any remedial action is to be taken as expeditiously as possible; 7) if the aggrieved is dissatisfied with the Board's decision, an appeal may be made to the Commissioner of Education."

NJSBA Review/Update: September 2010
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Key Words

Community Complaints and Inquiries, Complaints, Inquiries

Legal References:	<u>N.J.S.A. 10:46 et seq.</u>	Open Public Meetings Act
	<u>N.J.S.A. 18A:111</u>	General mandatory powers and duties
	<u>N.J.S.A. 18A:36A-15 et seq.</u>	Complaints to board of trustees
	<u>N.J.S.A. 47:1A-1 et seq.</u>	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
	4148	Employee protection
	*4212.6	Personnel records
	4248	Employee protection
	*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
	9123	Appointment of board secretary

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