

MONROE COUNTY FILE: KL

COMPLAINTS BY THE PUBLIC

It is recognized that members of the public may at times have legitimate complaints or justifiable grievances for which they seek redress. As a general rule, all complaints should be written and signed by the complainant. Solutions for complaints or grievances should be sought first at the lowest possible decision-making level in the organization. Thus, a citizen who has a complaint about or with a teacher should first seek to resolve the dispute with the applicable teacher. If this does not solve the problem, the complainant should then seek redress from the principal, the superintendent and the Board of Education, in that order.

Complainants who seek first action from the Board or Superintendent shall be directed to seek a solution to their problem from the applicable teacher or principal before the Superintendent or Board shall enter the case.