

Policy

COMMUNITY COMPLAINTS AND INQUIRIES

The Jersey City Board of Education welcomes inquiries about and constructive criticism of the district's programs, equipment, operations and personnel.

The superintendent 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 individual 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 superintendent.

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

All signed complaints shall be acknowledged promptly. The superintendent or his or her designee shall develop a form for the submission of community complaints and inquiries.

Adopted: March 13, 2008
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Key Words

Community Complaints and Inquiries, Complaints, Inquiries

See Regulation Manual:

AR-1 Procedure for Resolving Community Complaints and Inquiries
AR-1.1 Attachment A: Inquire and Complaint Form

Legal References: N.J.S.A. 10:4-6 et seq. Open Public Meetings Act
N.J.S.A. 18A:11-1 General mandatory powers and duties
N.J.S.A. 18A:54-20 Powers of board (county vocational schools)
N.J.S.A. 47:1A-1 et seq. Examination and copies of public records (Open Public Records Act)

Possible

Cross References: *1120 Board of education meetings
*3570 District records and reports
*4112.6/4212.6 Personnel records
*4116 Evaluation
4148/4248 Employee protection
*4216 Evaluation
*5145.6 Student grievance procedure
*6144 Controversial issues

COMMUNITY COMPLAINTS AND INQUIRIES (continued)

*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.