

Lisbon School District

15 Newent Road
Lisbon, CT 06351

1312.1

Community Relations

Public Complaints – Instructional and Personnel

The Board of Education places trust in its employees and desires to support their actions in such a manner that employees are freed from unnecessary, spiteful and negative criticisms. The provisions of this policy are intended to resolve all complaints at the lowest administrative level. Since individual Board members have no authority to resolve complaints, other than by formal Board action, Board members shall refer persons making instructional and/or personnel complaints to the most immediate level at which the problems can be resolved and, as may be necessary, through lines of organization to the Superintendent of Schools. The Board must maintain its impartiality in order to be prepared to hear the later stages of a complaint so will not participate in the initial levels of the complaint process.

Complaints regarding the implementation of an IEP are to follow the complaint procedure outlined by the State Board of Education.

Instructional Complaints

All instructional complaints, including classroom and curriculum based issues are to be addressed with the student's classroom or individual subject teacher. If the complainant feels the issue was not resolved to their satisfaction they may further address the issue with the building principal.

Personnel

All personnel complaints shall be referred to the building Principal. They shall be received courteously and the name of the person making the complaint shall be recorded. The complainant shall be given a copy of this policy and asked to present his or her complaint in writing. Only written complaints will be considered. In the case where the complaint is made toward a specific person, that person shall be advised of the complaint and shall be given every opportunity for explanation, comment and presentation of the facts as he or she sees them.

Policy adopted: 11/26/12 – Lisbon Board of Education