

## **SURRY SCHOOL BOARD POLICY**

### **Policy KEB: Public Complaints About School Personnel, Employees, Students, Or Administration**

The Surry School Board does not operate any schools and is recognized as a sending district. Surry resident students are educated by the receiving school district. Surry residents are advised to refer complaints about receiving school personnel, employees, students, or administration to the receiving school district superintendent or individual designated in the receiving school district's policy. Surry resident families may contact the Surry Superintendent or the Surry School Board with questions or concerns regarding complaints.

The Superintendent of the Surry School District is responsible for the management of the Surry School District. As such, complaints about Surry district personnel should be referred directly to the Surry Superintendent. To the extent it is deemed appropriate by the Superintendent, the individual who is the subject of the complaint may be advised of the nature of the complaint and may be given an opportunity for explanation, comment, and presentation of the facts. The Superintendent shall seek to resolve the matter and report to the Board.

Complaints about the Surry Superintendent may be made directly to the Surry School Board through the Board Chair, but only after reasonable efforts have been made by the complaining party to resolve their complaint directly with the Superintendent. The Board may, to the extent it is appropriate, advise the Superintendent of the nature of the complaint and may give the Superintendent an opportunity for explanation, comment, and presentation of facts.

Any complaint presented to the Surry School Board about district personnel, employees, students or administration, will be referred to the Surry Superintendent. The Board will not hear complaints until such complaints have first been brought forth through the Superintendent and the Superintendent has had a reasonable opportunity to resolve the complaint.

The Surry School Board may decline to hear any complaint, which will interfere with its ability to serve as an impartial trier of fact in any related student or personnel matter. This complaint procedure shall not supersede or modify any right held by employees of the District under federal law, state law, contract, or collective bargaining agreement.

In the event a complaint is made directly to an individual Board member, the procedure outlined below shall be followed:

1. The Board member shall refer the person making the complaint to the Superintendent for investigation.
2. If the member of the public will not present the complaint to the Superintendent, the Board member shall then ask that the complaint be written and signed. The Board member will then refer the complaint to the Superintendent for investigation.
3. If the person making a complaint believes that a satisfactory reply has not been received from the Superintendent, he or she may request that the Board hear the complaint. The Board will hear and act upon the complaint only by majority vote. The Board may decline to act on any complaint which, in its sole judgment, would interfere with the Superintendent's ability to properly administer the district. If the Board does hear and act upon the complaint, all Board decisions shall be final.
4. If the Board decides, in accord with number three, to hear and act upon a complaint that pertains to personnel, employee, student or administrative matters, it shall determine whether the complaint shall be heard in public or non-public session in accord with RSA 91-A:3 and the laws pertaining to student and family privacy rights. The Board shall also determine whether it is appropriate to inform the individual who is the subject of the complaint of the meeting and to provide said individual with further opportunity for explanation, comment, and presentation of the facts to the Board.
5. If the Superintendent is the subject of the complaint, the Board shall determine whether the complaint should be heard in public or non-public session in accord with RSA 91-A:3. The Board may, to the extent it is appropriate, advise the Superintendent of the nature of the complaint and may give the Superintendent an opportunity for explanation, comment, and presentation of the facts.