

Hermon School Department

Policy on Complaints

I. Complaint Procedure

All parents, students or other citizens initiating complaints or concerns regarding any aspect of the school department or employee thereof shall be encouraged to seek a resolution at the lowest possible level.

The following guidelines are suggested as the proper procedure to be followed by persons with questions or complaints.

- a. Matters concerning individual students should first be addressed to the teacher.
- b. Unsettled matters from (a) above or problems and questions concerning individual schools should be directed to the principal of the school.
- c. Unsettled matters from (b) above or problems and questions concerning the school should be directed to the superintendent.
- d. If the matter cannot be settled satisfactorily by the superintendent, it should be brought to the Hermon School Committee. Questions and comments submitted to the chairperson of the School Committee in letter form will be brought to the attention of the entire School Committee.

The School Committee considers it the obligation of employees of the schools to entertain the questions of parents or the public.

II. Right to Appeal

At levels of the procedure, school employees are required to inform the person making the complaint of his/her right to appeal the decision to the next level.

III. Restriction

This policy shall not be utilized by employees of the Hermon School Department for matters or grievances relating to any aspect or condition of their employment.