

## **PUBLIC COMPLAINTS**

The School Committee member who receives a call will request that the party contact the building principal of the school or the Superintendent if it is a system wide issue.

The building principal will investigate the problem and contact the person voicing the complaint.

If the problem is not resolved, the Superintendent will request a letter from the complaining party.

Upon receipt of the letter and if time permits, the complaint will be further investigated, but in any case the letter will be placed on the School Committee agenda.

In the event the Superintendent considers the complaint as an emergency, he/she will exercise his/her best judgment to resolve the problem.

The School Committee expects the professional staff to receive complaints courteously and to make a proper reply to the complainant.

LEGAL REF.:        603 CMR 26:09 AND 26.10

Revised February 7, 2005

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Granby Public Schools – 2004