



Book Policy Manual  
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**BRICK TOWNSHIP BOARD OF EDUCATION  
 Policy**

	Monitored
	Mandated
X	Other Reasons

COMMUNITY COMPLAINTS AND INQUIRIES

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

Complaints, questions, and suggestions concerning school personnel or the operation of the schools shall be directed through the established chain of command – teacher, supervisor, superintendent, board of education.

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. No anonymous letters will be considered by the Board.

**Chain of Command**

School Issue: Conduct (Portal, Bus, School Property, Classroom), Curriculum, Instruction, Assessment , \*Scheduling , \*Health, \*Special Education, \*504

1. Teacher
2. Counselor and/or Case Manager and/or Nurse
3. Assistant Principal and/or Curriculum Supervisor Principal
4. Central Office Director
5. Superintendent

**\*(Depending on the issue, you may want to start with the Counselor and/or Case Manager)**

Athletics/Extracurricular Activities:

1. Coach or Club Advisor
2. Athletic Director or Assistant Principal
3. Principal
4. Central Office Director
5. Superintendent

Transportation:

1. Dispatcher
2. Director of Transportation
3. Central Office Director
4. Superintendent

Key Words

Community Complaints and Inquiries, Complaints, Inquiries

Legal                    [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](#)  
[N.J.S.A. 47 1A-1: Legislative findings, declarations.](#)

Last Modified by Sandra Beyer on February 7, 2019