

## **PUBLIC CONCERNS AND COMPLAINTS**

Whenever a complaint is made directly to the Board as a whole or to an individual Board member, the individual or group involved will be advised to take concern(s) to the appropriate school staff member. This could be a teacher, a supervisor, a principal, or the Executive Director. The Board advises the public that the proper channel for complaints should proceed from teacher to principal/or program director to Executive Director and finally the Board.

If a Board member receives a complaint and has reason to believe that the individual or group involved will not go to the source of the problem, the board member should inform the Executive Director of the situation.

Complaints shall be handled and resolved, whenever possible, as close to the time of origin as possible.

Any citizen or parent of the Maine Educational Center for the Deaf and Hard of Hearing/Governor Baxter School for the Deaf (MECDHH/GBSD) has the right to petition the Board for redress of a grievance. Any complaint about school service or personnel will be addressed by the school administration before consideration for action by the Board. Exceptions are complaints that concern Board actions, Board operations or actions by the Executive Director.

### Complaint Process

1. Complainant discusses the matter with the employee against whom the complaint is registered
2. Complainant discusses the matter with the school principal or program director
3. Complainant reduces the complaint in writing and submits it to the Executive Director prior to discussion with the Executive Director (copies to employee and principal and/or program director).
4. Complainant requests through the Executive Director a meeting with the MECDHH/GBSD School Board with specific facts on which the request is based. The request will be made in writing.

The Executive Director will notify the person against whom the complaint is registered of the Board meeting date and of his/her right to attend. Copies of all correspondence will be provided the person(s) against whom the complaint is registered.

Groups submitting a complaint shall appoint a delegate to represent the group at the Board meeting.

**Adopted: December 11, 1997**

**Revised: October 8, 1998**

**Edited for administrator title and school name: January 2014**