

**COMPLAINTS BY STUDENTS OR PARENTS**

The East Millinocket School Committee recognizes that parents and students may have questions or concerns relative to services provided by the East Millinocket School Department. Such questions and concerns should be resolved as promptly as possible and preferably directly among the individuals directly involved. To those ends, the following procedures are established.

1. The recommended approach is for the student and/or parent to meet with the persons or persons directly involved so that all views may be heard, and a satisfactory solution may be mutually developed. A joint meeting involving the student, parent, and staff member involved should resolve most issues. Including the Dean of Students or the guidance counselor may also prove beneficial.
2. Students and/or parents may request a conference with the principal, should they consider step one above to be unsatisfactory. The teacher, staff member, or other involved person or persons may be invited to this conference at the discretion of the principal. In cases involving students, the decision of the principal normally shall be considered as final.
3. Parents, if unsatisfied with the decision of the principal, may on their own behalf or on behalf of their child, appeal to the Superintendent of Schools. The superintendent will determine whether all pertinent facts have been considered and whether a reasonable decision has been rendered. The superintendent shall either approve the administrative decision made in step two or shall indicate that another appropriate action be adopted. The superintendent will have at least five (5) working days to render a decision. The action recommended by the Superintendent of Schools shall be considered as the final administrative decision on behalf of the East Millinocket School Department.
4. Should the parent(s) remain unsatisfied with the result of the superintendent's decision, the parent(s) may submit a written appeal, describing the issue in detail and the reasons why they are not satisfied with the results of all the above steps, to the Chair of the East Millinocket School Committee. This written appeal shall be presented to the Superintendent of Schools. Upon receipt of the written appeal, the Superintendent shall notify the Chair and Assistant Chair of the East Millinocket School Board; the latter shall each determine whether a special meeting shall be scheduled or whether a portion of the next regular meeting shall be devoted to a special appeals hearing. All appeals heard by the Board shall be in executive session only. Both the aggrieved party and the

School Boards shall have the right to be represented by legal counsel, should they so choose.

5. Normally the Superintendent, on behalf of the Board, will advise the aggrieved party within ten days of the written appeal as to the date set for the hearing. Such hearing will occur no longer than thirty (30) days after the receipt of the written appeal. Should the aggrieved party fail to appear, except for causes beyond the direct control of the aggrieved, the matter shall be considered closed by the Board with no further appeals considered.
6. The Board; after hearing the merits of the matter from all involved participants, shall have ten (days) to render a decision, through the Chair via the Superintendent of Schools. The decision shall be provided to the aggrieved party in writing.

It must be emphasized that questions and complaints are expected at the Board, professional educators, parents, and students work together toward the objective of quality educational programs. However, when formal procedures, such as those outlined above, must be followed, students, parents, and educators must understand that the objective is to resolve the issue to the benefit of all concerned.

Reading : March 3  
Reading & approval April 10