

**SPRINGFIELD PUBLIC SCHOOLS**  
**Springfield, New Jersey 07081**

**POLICY: PROCEDURES FOR HANDLING COMMUNICATIONS REGARDING SCHOOL OPERATIONS**

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

The intent of this policy is to establish an efficient procedure whereby problems, questions, or recommendations will receive proper attention. This policy will neither encourage nor discourage complaints regarding school operations either from within or without the system.

All communications, oral or written, regarding school operations should be addressed first to the person closest to the situation, usually the immediate teacher or Principal. The Superintendent of Schools should be notified of issues resolved at the building site. Problems which cannot be resolved at the level of the Principal or below may subsequently be referred first to the Superintendent of Schools and, finally, to the Board of Education. The person(s) with the complaint shall give the Principal and/or Superintendent of Schools reasonable time to investigate the complaint and attempt to settle any differences or problems.

Whenever possible, communications to the Board must be in writing and signed by the writer. They will be immediately acknowledged by the Board Secretary, referred to the President, and considered by the Board. When the communicator insists upon remaining anonymous, the individual receiving the complaint should reduce same to writing and present it to the Board Secretary for processing. If the President determines that an emergency is indicated, he/she may call a special meeting of the Board for action prior to the next public meeting. All complaints must include a statement of the problem, a summary of actions taken to date, and actions requested of the Board. Board action will be more prompt if a copy of the letter is sent to the Superintendent of Schools, since the letter will then be submitted to the Board with the Superintendent's analysis of the problem together with recommendations. Any action taken by the Board will be reported in writing to the person raising the issue.

When a Board member is confronted with an issue, he/she should withhold comment, commitment, and/or opinion and refer the complaint or injury to the Superintendent.

In those cases where satisfactory adjustment cannot be made by the Superintendent and staff, communications and complaints shall be referred to the Board of Education for resolution.

**Legal References:**

N.J.S.A. 10.4 et.seq. Open Meetings Act  
N.J.S.A. 18A:11-1 General Mandatory Powers And Duties  
N.J.S.A. 18A:54-20 Powers Of The Board (County Vocational Schools)  
N.J.S.A. 47-1A – 1 et. Seq. Open Public Meetings Act

**Cross References:**

1120 Board of Education Meetings  
3570 District records and reports  
4112.6 Personnel Records  
4116 Evaluation  
4212.6 Personnel Records  
4248 Employee Protection  
5145.6 Pupil Grievance Procedure  
5145.6 Pupil grievance procedure  
6144 Controversial Issues  
6161.1 Guidelines For Evaluation And Selection of Instructional Materials  
6161.2 Complaints Regarding Instructional Materials  
6163.1 Media Center/Library  
9010 Role Of Member  
9020 Public Statements  
9123 Appointment of Board Secretary

Adopted: June 30, 1997

Revised: August 20, 2007