

# **REGULATION**

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## **FRANKLIN TOWNSHIP BOARD OF EDUCATION**

**File Code: 1312**

### COMMUNITY INQUIRIES AND COMPLAINTS

The following protocol shall be observed for the handling of complaints:

#### **Step 1**

A community member, student, parent grievant, or their representative(s) shall first discuss the alleged grievance with the appropriate school personnel, i.e. teacher, guidance counselor, school supervisor, lastly the chief school administrator.

#### **Step 2**

If, after consultation with one of the appropriate individuals listed above, a satisfactory solution has not been reached within seven (7) calendar days, a written formal grievance, designating the grievance and all parties to the grievance may be filed with the school supervisor. The grievant shall in writing state the remedy or solution sought.

The grievant must submit a grievance on the attached form. This form may be secured at the school office as well as the office of the school supervisor or other designated Affirmative Action Officer. If such written formal grievance is not filed with seven (7) calendar days after the initial discussion in Step 1, the grievance shall be considered waived.

#### **Step 3**

If the grievant is not satisfied with disposition of his/her written grievance, Step 2, or if no decision has been remedied within seven (7) calendar days after presentation of the written grievance, he/she may file the grievance in writing with the chief school administrator. The chief school administrator shall render a decision within twenty (20) calendar days.

#### **Step 4**

If the grievant is not satisfied with the resolution of the grievance at Step 3, then the grievance shall be submitted in writing to the board of education within seven (7) calendar days of receipt of the decision of the chief school administrator, and the board shall render a decision in writing within thirty (30) calendar days after the submission of the said grievance.

The grievant can request an appearance before the board of education. The board will decide if an appearance is appropriate on a case-by-case basis. The appearance shall be limited to fifteen (15) minutes. When an appearance occurs, the board shall render a decision within thirty (30) calendar days of the appearance.

Date adopted: 12/9/96  
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