

Book Policy Manual
 Section Series 1000 Community Relations
 Title Community Complaints and Inquiries
 Code 1312
 Status Active
 Adopted October 14, 2009

**MARGATE CITY BOARD OF EDUCATION
 Policy**

	Monitored
	Mandated
X	Other Reasons

COMMUNITY COMPLAINTS AND INQUIRIES

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

The Superintendent of Schools 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 pupils 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 of Schools.

Only in those cases where satisfactory adjustment cannot be made by the Superintendent of Schools and the staff shall communications and complaints be referred to the board of education for resolution.

All signed complaints shall be acknowledged promptly.

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.