

I. Mission, Legal Structure, and System of Governance

B. Code of Ethical School Standards & Basic Management Principles

11. Public Complaints

The Committee recognizes its responsibility to and the rights of citizens who are concerned over controversial issues and/or materials. These rights include the right to expect the impartial presentation of controversial issues, the right to secure information from school officials, and the right to file formal protests with the full expectation that they will receive a courteous and prompt reply.

Constructive criticism of the schools is welcomed by the Narragansett School Committee. The Committee has, however, confidence in its professional staff and desires to support their actions in order that they be free from unnecessary and spiteful criticism and complaint. Whenever a complaint is made directly to a Committee member as an individual, it will be referred to the school administration for study and possible solution.

The School Committee expects that the administration will develop a procedure for receiving complaints courteously and that it will take steps to make a proper reply to the complainant. If resolution of the problem seems unlikely at the building level, either party is encouraged to refer the matter to the Superintendent for review.

The Committee will consider hearing citizen complaints when they cannot be resolved by the administration. Matters referred to the School Committee must be in writing and should be specific in terms of the action desired. The School Committee will not consider or act on complaints that have not been explored at the appropriate administrative level.

Accepted: February 13, 2003
Reaffirmed: April 12, 2006
Adopted: December 20, 2006

Narragansett School System
Narragansett, Rhode Island