

**CRANFORD PUBLIC SCHOOLS  
CRANFORD, NEW JERSEY**

**POLICY: PROCEDURE FOR HANDLING COMPLAINTS CONCERNING SCHOOL PERSONNEL**

Any complaint, whether oral or written, directed against a Board of Education employee shall be submitted first to the Principal of the school where the employee is employed. Written complaints shall be forwarded to the Superintendent of Schools by the Principal. The Principal of the school shall determine whether the complaint should be investigated. If the Principal determines that a complaint requires investigation, he/she shall undertake the same by discussing the problem with the complainant and/or the employee involved.

If the principal can satisfactorily resolve the complaint, with or without a conference, no further action will be taken. All conferences shall be carried out in an atmosphere of mutual good will and respect. No documentation will be placed in any employee's personnel file without the employee having had the opportunity to respond to the documentation within a reasonable time after having been presented the same.

If the principal cannot satisfactorily settle the complaint, the same shall be forwarded to the Superintendent. The Superintendent, with or without a conference with the parties involved, shall attempt to resolve the problem. If the problem cannot be resolved by the Superintendent, at the complainant's or the employee's option, the matter will be referred to the Board of Education.

When the matter is referred to the Board of Education, a written statement shall be presented to the Board outlining the nature of the complaint, a brief statement of relief desired, and a statement of the reasons why the matter is being referred to the Board of Education. The Board of Education will review the complaint and any responses thereto and will consider the appropriateness of a conference involving all of the parties. If a conference is undertaken, unless directed otherwise by the complainant and the employee, it shall be private. At such conference the complainant or the employee may be represented by a representative of his own choosing. The Board of Education's disposition of the problem shall be communicated in writing to all parties concerned.

The action of the Board shall be binding on all parties, subject however, to such further review as may be available under the provisions of Title 18A.

No punitive action of any kind shall be taken against any complainant on account of having filed a complaint.

All information elicited during any stage of the aforementioned procedure shall remain confidential unless such information is specifically made accessible to the public by state or federal law, or all parties involved agree to disclose such information to the public.

In cases where the Principal, Director, Assistant Superintendent, Superintendent of Schools, the Secretary of the Board, Counsel of the Board, or a Board member is the object of a complaint, the complainant should confer initially with the person involved. If this does not seem feasible or if the conference does not resolve the problem, the complaint should be filed in writing with the Board of Education. No resolution may be made of such complaint without the person complained of being permitted to respond to the complaint.

**Legal References:** 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 (county vocational schools)  
N.J.S.A. 47:1A-1 et seq. Examination and copies of public records  
("Open Public Records Act")

**Possible**

**Cross References:** \*1120 Board of education meetings

*3570	District records and reports
*4112.6	Personnel records
*4116	Evaluation
4148	Employee protection
*4212.6	Personnel records
4248	Employee protection
*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 the member
*9020	Public statements
9123	Appointment of board secretary

\*Indicates policy is included in the Critical Policy Reference Manual.

Adopted: July 21, 1966  
 Revised: January 16, 1984  
 Revised: February 26, 1996  
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