

**Section K: School Community Relations****KEB Complaints about School Personnel**

The Board believes that constructive criticism, when it is motivated by a sincere desire to improve the quality of our educational programs, assists school personnel to perform their responsibilities more effectively. At the same time, the Board places trust in its employees and desires to support their actions in such a manner that employees not be subjected to unnecessary, spiteful or frivolous complaints.

Complaints about school employees should be resolved at the lowest possible level and in a manner that ensures that the facts are gathered, applicable due process rights are respected, and the privacy rights of personnel and students are honored. Any complaint presented to the Board or to individual Board members will be referred to the Director so that the concern can be processed in accordance with this policy. The board will not hear or review complaints until such complaints have gone through appropriate administrative channels and the Director or their designee has had a reasonable opportunity to consider and seek to resolve the complaint.

**Steps in the Complaint Procedure**

Generally, the first step in the procedure is for the complainant to discuss the matter directly with the employee against whom the complaint is registered. If this is clearly inappropriate because of the nature or severity of the complaint, the person making the complaint may request a conference with the Director or designee to discuss the complaint.

If a complaint remains unresolved at the Director's level, the person making the complaint may contact the Board Chair to request the matter be placed on the Board's agenda, unless it conflicts with local, state or federal law, Code of Maine Rules, or Board policy. If the complaint is not placed on the Board agenda, the Director's determination on the complaint will be considered final. If a complaint is placed on an agenda, the Board Chair or Director will invite the complainant and the person against whom the complaint is made to attend the meeting and board members will be provided with a copy of the complaint and supporting documents.

The board will determine the procedural rules for any meeting to hear a complaint. Any such meeting will be held in executive session unless the employee requests in writing that the hearing of the complaint against them be conducted in open session. If a group submits a complaint that is placed on the board agenda, a delegation of no more than two individuals must be designated to represent the group and to present the complaint to the board. If the Board does hear and act upon the complaint, all Board decisions will be final.

**Complaints Against the Director**

Complaints against the Director may be presented directly to the Board Chair, but only after reasonable efforts have been made by the complaining party to resolve their complaint directly with the Director. If the Board Chair receives a complaint about the Director, the Board Chair will consult with legal counsel as necessary to determine how best to proceed.

Cross Reference:      BEDH – Public Participation at Board Meetings  
                          BEC – Executive Sessions

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