

PUBLIC COMPLAINTS POLICY

The MACS Board of Trustees will do its best to keep the community informed of the affairs of the school. To achieve its goals for good school-community relations and maintenance of open two-way channels of communication with the public, the Board recognizes the Executive Director as the designated administrator to develop a public information program. The Executive Director, in conjunction with the school administrators, will implement multiple strategies to keep the public apprised of the goals, achievements, and other pertinent affairs of the School, including but not limited to, Executive Director reports, written correspondence and website postings.

The MACS Board of Trustees believes that complaints and grievances are best handled and resolved by the parties directly concerned. Therefore, the proper channeling of complaints involving instruction, discipline or learning materials will be as follows:

1. Teacher
2. Assistant Director
3. Executive Director
4. Board of Trustees

Any complaint about school operations should be presented to the Executive Director. Any complaint presented to the Board about school personnel or school operations shall be referred back to the Executive Director. For complaints about student conduct, please refer to the Student Conduct, Discipline and Due Process Policy.

The Board will not hear complaints from individuals until such complaints have first been brought to the appropriate staff member described above. Exceptions to this provision are for complaints that relate solely to Board actions, Board procedures or Executive Director.

In the event a complaint is made directly to an individual Board member, the procedure outlined below shall be followed:

1. The Board member shall refer the person making the complaint to the Executive Director for investigation. The Executive Director may delegate the investigation to the Assistant Director.
2. If the member of the public will not personally present the complaint to the Executive Director, the Board member shall then ask that the complaint be written and signed. The Board member will then refer the complaint to the Executive Director for investigation.
3. If the person making a complaint feels that a satisfactory reply has not been received from the Executive Director he or she may request that the complaint be heard by the Board. The Board will hear and act upon the complaint only by majority vote. If the Board does hear and act upon the complaint, all Board decisions shall be final.
4. The Board may decline to hear any complaint, which will interfere with its ability to serve as an impartial trier of fact in any related student or personnel matter. This complaint procedure

shall not supersede or modify any right held by employees of the School under federal law, state law, or contract.

5. Complaints about the Executive Director may be made directly to the Board in writing through the Chair, but only after reasonable efforts have been made by the complaining party to resolve their complaint directly with the Executive Director. The Board may, to the extent it is appropriate, advise the Executive Director of the nature of the complaint and may give the Executive Director an opportunity for explanation, comment, and presentation of facts.

6. If the Board decides to hear and act upon a complaint that pertains to personnel, employee or administrative matters, it shall determine whether the complaint shall be heard in public or non-public session in accord with RSA 91-A:3 and the laws pertaining to privacy rights. The Board shall also determine whether it is required or appropriate to inform the individual who is the subject of the complaint of the meeting and to provide said individual with further opportunity for explanation, comment, and presentation of the facts to the Board. If the Board does hear and act upon the complaint, all Board decisions shall be final.

Approved: September 8, 2021