

## PELHAM SCHOOL DISTRICT POLICY KE – PUBLIC COMPLAINTS

**Category: Recommended**

While the Board recognizes its obligation to be available to the public at all times, it also believes that individual complaints can usually be resolved most effectively by parties directly concerned. The Board will refer all complaints through the proper administrative channels for solution before investigation or action. Exceptions are complaints that concern Board actions or Board operations only. The Board, therefore, will not hear complaints from individual parents until such complaints have been raised, first with the child's teacher, and, if not resolved, successively with the department head (where applicable), Principal, and Superintendent.

---

### **District Policy History:**

*Adopted: July, 1998*

*Revised: July 11, 2007*