

POLICY

BOARD OF EDUCATION OF MONTGOMERY COUNTY

Related Entries: KLA-RA, ABA
Responsible Office: Superintendent of Schools

Responding to Inquiries and Complaints from the Public

A. PURPOSE

To ensure that inquiries, differences, or problems received from the public are resolved as expeditiously and satisfactorily as possible

B. ISSUE

The Montgomery County Public Schools is a large system with a complex organizational structure, resulting in the need for many regulations. The public accesses many of the functions of the school system. There needs to be a process in place through which the public can pursue inquiries and, when necessary, complaints.

C. POSITION

1. The Board of Education encourages the response to inquiries and complaints from the public at the local school or at the lowest possible administrative level and by the informal process of cooperative agreement among the affected parties.
2. When the results of the informal approach to a complaint are not satisfactory, the complainant should have the opportunity to pursue the matter through a formal complaint process.

D. DESIRED OUTCOME

The outcome for this policy is to ensure that the Montgomery County Public Schools is responsive to inquiries and complaints from the public by providing a process with which to resolve differences or problems as expeditiously and satisfactorily as possible.

E. IMPLEMENTATION STRATEGIES

1. The superintendent will establish and publish both informal and formal procedures for responding to inquiries and complaints from the public.
2. The complaint procedures will provide at least the following steps and safeguards:
 - a) Encouragement of the informal process initially
 - b) Provisions for a formal, documented decision making process regarding a complaint
 - c) Provisions for the public's right to appeal a decision
 - d) Establishment of reasonable time limits
 - e) Protection of individual rights with regard to such matters as equity, access, due process, and privacy
 - f) Requirements for case records and files
3. These procedures should be publicized annually.

F. REVIEW AND REPORTING

This policy will be reviewed on an ongoing basis in accordance with the Board of Education's policy review process.

Policy History: Resolution No. 355-72, May 9, 1972, rescinded July 14, 1987; resolution no. 383-87, July 14, 1987; reviewed and reformatted May 4, 1994.