

ROE – COMMUNITY RELATIONS

PUBLIC COMPLAINTS

Constructive criticism of the Regional Office of Education is welcome by the ROE.

The Regional Superintendent shall be responsible for establishing procedures for responding promptly to citizens and client's questions and complaints, which shall include, but not be limited to:

1. Identification of resource personnel on whom clients and citizens can call for the prompt answering of questions and the resolution of problems.
2. A clear procedure for the formal resolution of problems when informal methods are not productive.
3. Appropriate levels of appeal to ensure the clients and citizens receive a full and fair hearing in the resolution of problems.

All complaints must be filed within 180 days of the occurrence of the problem or issue.