

Regulation

PROCEDURES FOR COMPLAINTS AND INQUIRIES

The Chesterfield Township Board of Education welcomes inquiries about and constructive criticism of the district's programs, equipment, operations and personnel. Any person or group having a legitimate interest in the school may present a request, suggestion, or complaint concerning school personnel, the educational program, instructional or resource materials, or the operations of the school.

Any misunderstandings or disputes between the public and school district staff should, whenever possible, be settled by direct, informal discussions among the interested parties. It is only when such informal meetings fail to resolve differences that more formal procedures shall be employed.

The board expects that reasonable efforts shall be made to resolve disputes at the lowest possible level. At the request of the complainant and the at the discretion of the superintendent or the board of education, the processing of a complaint may be expedited and/or processed initially at higher levels in those exceptional circumstances warranted by the nature or emergent circumstances of the complaint. In addition, the timelines contained in these procedures may be extended at any level with the consent of the complainant.

The Chesterfield Township School District's Chain of Command, represented in an organizational chart, is an easy-to-understand tool to help parents and other community members clearly understand the communication levels of authority and lines of supervision within the school district. Using the chain of command is an efficient way for parents and other community members to address questions or concerns by allowing the employee closest to the issue a chance to effectively address the issue in a way that is agreeable to all involved. It is not a way to stall an issue, but a simple avenue that properly provides a process where a question or concern can be addressed efficiently. Most questions and concerns are easily and completely answered by communicating directly with the classroom teacher. The value of having an established Chain of Command is an efficient tool that provides a roadmap when reporting concerns or communicating with school staff members.

All complaints and inquiries shall be made following the chain of command in the school district and begin with the classroom teacher. If the classroom teacher is unable to address the complaint or inquiry, the classroom teacher will direct the person to the appropriate staff member. The chain of command in Chesterfield is as follows:

1. Classroom Teacher
2. Administrator (principal or supervisor)
3. Superintendent
4. Board of Education

Any complaint or inquiry related to a support staff member (lunch/recess aide, paraprofessional, secretary, custodian, or cafeteria worker) should be directed to the principal.

When a parent or member of the community contacts an employee of the district, the parent/community member should expect a response within 48 hours.

Complaint/Appeal Protocol

Level One: Discussion Level

The first level of the handling of a complaint involves an informal discussion at the lowest possible level. The lowest level will vary, depending on the circumstances and the nature of the complaint. Generally, the lowest possible level shall be the employee whose decision or action is the subject of the complaint. For example, with respect to student and/or parent concerns about a classroom matter, the informal discussion and resolution should normally take place at the teacher level. With respect to the operation of a school, or in any cases of doubt, a complaint should be lodged with the principal.

Any allegations of child abuse or criminal activity shall be communicated to the principal or other designated administrator depending upon the circumstances. The principal or other administrator shall contact state agencies and law enforcement when required or warranted.

Level Two: Appeal to Principal/Administrator

If the informal discussion at Level One does not resolve the issue, the complainant may discuss the matter with the principal.

Teachers or other employees to whom the complaint was directed at Level One shall be advised of a Level Two Appeal and may be requested to attend a meeting related to the complaint. In any such meeting, the teacher or other employee shall have the right to representation.

The individual overseeing the appeal shall conduct such meetings and/or investigations as he/she deems appropriate and either resolve the matter informally or make an administrative determination on the matter.

If the appeal is not resolved informally, the individual handling the initial appeal shall issue his/her decision in writing within ten (10) calendar days of notice of the complainant's appeal. The decision shall set forth any findings of fact and convey the basis of the decision. The decision shall be forwarded to the complainant, the teacher or other staff member who addressed the complaint at Level One and the individual designated to oversee Level Three of the Appeals process.

Level Three: Appeal to the Superintendent

In the event the complainant is dissatisfied with the determination made in Level Two, the complainant may appeal the matter to the superintendent by submitting a written appeal within ten (10) calendar days of the determination.

The appeal must set forth the determination being appealed, the basis for the appeal and the specific relief requested.

Any documents to support the appeal should be attached to the appeal. In reviewing a matter on appeal, the superintendent shall conduct such investigation/review as he/she deems appropriate. The superintendent may, but is not required to meet with the complainant, and shall confer and consult with the principal and such other staff as he/she deems appropriate.

If the complaint is about a particular employee's decision or action, the employee shall receive a copy of the appeal and be provided an opportunity to submit a written response to the complaint within five (5) school days of receipt of the complaint.

The superintendent shall render a decision on the appeal within ten (10) calendar days of receipt of the appeal. The decision shall be communicated in writing to the complainant and any employees directly

involved in the appeal process. The decision shall set forth any findings of fact and convey the basis of the decision.

The written appeal shall include at a minimum the following information:

1. The name and contact information of person submitting the complaint;
2. Date and manner of the submission of initial complaint;
3. The outcome of the initial complaint;
4. A description of the basis of the appeal, including why the individual believes the handling of the initial complaint was in error; and
5. Any supporting documentation.

Level Four: Appeal to the Board of Education

In the event the complainant is dissatisfied with the determination made by the superintendent, the complainant may file an appeal with the board of education.

Any such appeal must be in writing and filed in the board office within ten (10) calendar days of the superintendent's decision.

The written appeal must set forth the determination being appealed, the basis for the appeal and the specific relief requested.

If the matter is referred to the board, it shall be scheduled for review by the full board at its next possible meeting provided reasonable advance notice may be provided to the individuals involved in the appeal. The provisions of the Open Public Meetings Act shall apply to review of appeals by the full board. The board shall render a decision on the appeal within five (5) calendar days of its consideration of the appeal. The board's decision shall be communicated in writing to the complainant and any employees directly involved in the appeal process.

It is understood that any member of the community seeking redress who feels that satisfaction has not been received retains the right to carry the complaint to the next highest level of authority.

The board requests that all written complaints be signed. Anonymous complaints shall be disregarded unless issues of health and safety are involved. The superintendent shall determine if an anonymous complaint shall be investigated.

Any administrator receiving a complaint shall refer the complainant to the appropriate individual in the chain of command.

Any board members who are contacted with complaints shall refer the complainant to the superintendent who shall refer the issue to the appropriate individual in the chain of command.

Complaints and Inquiries regarding board actions/operations

- A. Questions and/or complaints about board actions or operations may be made at the appropriate time during public board meetings (see policy 1120 Board of Education Meetings) or in writing to the office of the superintendent.
- B. The superintendent or his or her designee shall respond to all inquiries about district issues. When appropriate, he/she may require the issue to be put in writing. In the response, the superintendent shall indicate:

1. If the information requested is restricted and the district is prohibited by law from providing the information requested;
2. The time frame in which the information requested will be available;
3. Whether the response will be given orally at a board meeting and/or in writing to the questioner:
 - a. If the information is of general interest, it will be given publicly at a board meeting and every attempt shall be made to respect and protect the confidentiality of those involved;
 - b. If the information is personal, or of interest only to the respondent, it will be given in writing. The board shall be copied on the written response unless privacy or legal issues prohibit such action;
4. How the questioner will be notified of the date and time of the board meeting if the response is to be given publicly;
5. Whether there will be any charge for duplication of materials and what those charges might be.

Procedure for Complaints and Inquiries Regarding Compliance with Federal Law

Inquiries about and constructive criticism of the district programs, equipment, operations and personnel subsidized through federal funding under the Every Student Succeeds Act of 2015 (ESSA) shall be addressed according to the following procedure. In most cases, it is possible to make a satisfactory adjustment by staff at the building level or by the superintendent at the district level. If this is not possible, complaints may be referred to the board of education for resolution.

Parents and community members who have specific concerns regarding the administration of education programs required by the Elementary and Secondary Education Act (ESEA) as amended by the Every Student Succeeds Act of 2015 should first attempt to settle their concerns locally as described above. If issues still remain, a complaint may be filed with either the New Jersey or the United States government.

A complaint is a written allegation that a school, school district, other agency authorized by a school district or the New Jersey Department of Education (NJDOE) has violated the law in the administration of education programs required by the ESSA. A complaint shall identify:

- A. The alleged ESSA violation;
- B. The facts supporting the alleged violation; and
- C. Any supporting documentation.

To initiate a complaint that a school, school district, or other agency authorized by a school district or the NJDOE has violated the administration of an education program, a complainant must submit a written complaint to the NJDOE, attention Burlington County Executive Chief School Administrator. An allegation may be submitted in writing or electronically. If a complaint is submitted electronically, a hard copy should also be sent to the NJDOE via regular mail.

A copy of the New Jersey procedures for processing the complaint may be obtained from the Office of the Burlington County Executive Chief School Administrator.

The New Jersey procedures require that the executive county superintendent coordinate the investigation of the complaint. When the investigation is complete, the executive county superintendent will notify the complainant in writing regarding the outcome of the investigation. If a violation has occurred, the assistant commissioner assigned to oversee the matter shall identify and impose the appropriate consequences or

corrective action as required by regulation to resolve the complaint. If the complainant does not agree with the NJDOE's decision, the complainant may appeal to:

United States Department of Education Secretary

Office of Hearings & Appeals
400 Maryland Avenue, SW
Washington, DC 20202-4611
(202) 619-9700
www.ed-oha.org

To initiate a complaint against the NJDOE alleging a violation of the administration of a program, a written complaint should be submitted to:

Chief of Staff New Jersey Department of Education
Office of the Chief of Staff
P.O. Box 500
Trenton, New Jersey 08625-0500
(609) 292-4442

If the complainant is unsatisfied with the resolution or the process, the complaint may be submitted to:

United States Department of Education Secretary
Office of Hearings and Appeals
400 Maryland Avenue, SW
Washington, DC 20202-4611
(202) 619-9700.

Adopted:	February 21, 2007
NJSBA Review/Update:	May 2011, August 2017
Readopted:	September 21, 2011sed
Revised:	August 21, 2019

E+mon D-mon Meter Readings

Month	Total Generation (kWh) month end	Monthly Generation (kWh)	Cumulative from March 2011	SREC's per month	SREC's Cumulative from March 2011	SREC's sold	Rate per SREC	Total Sale Amount	Date of Sale	Remaining SREC's to sell
February, 2011	2770	2770								
March, 2011	8330	5560		5		5	\$620	\$3,100.00	9/8/11	
April, 2011	12790	4460		6		6	\$620	\$3,720.00	9/8/11	
May, 2011	18580	5790		7		7	\$620	\$4,340.00	9/8/11	
June, 2011	27880	9300	25110	7	25	7	\$100	\$700.00	6/1/12	
July, 2011	36008	8128	33238	8	33	8	\$100	\$800.00	6/1/12	
August, 2011	42832	6824	40062	6	39	6	\$100	\$600.00	6/1/12	
September, 2011	44594	1762	41824	1	40	1	\$100	\$100.00	6/1/12	
October, 2011	49840	5246	47070	5	45	5	\$100	\$500.00	6/1/12	
November, 2011	52780	2940	50010	3	48	3	\$100	\$300.00	6/1/12	
December, 2011	55662	2882	52892	3	51	3	\$100	\$300.00	6/1/12	
January, 2012	58390	2728	55620	3	54	3	\$100	\$300.00	6/1/12	
February, 2012	62012	3622	59242	3	57	3	\$100	\$300.00	6/1/12	
March, 2012	67228	5216	64458	5	62	5	\$100	\$500.00	6/1/12	
March, 2012				2	64	2	\$122.50	\$245.00	5/28/13	
April, 2012	73557	6329	70787	6	70	6	\$122.50	\$735.00	5/28/13	
May, 2012	80249	6692	77479	7	77	7	\$122.50	\$857.50	5/28/13	
June, 2012	86301	6052	83531	6	83	6	\$135.50	\$813.00	5/28/13	
July, 2012	92564	6263	89794	6	89	6	\$135.50	\$813.00	5/28/13	
August, 2012	98918	6354	96148	7	96	7	\$135.50	\$948.50	5/28/13	
September, 2012	103665	4747	100895	4	100	4	\$135.50	\$542.00	5/28/13	
October, 2012	106951	3286	104181	4	104	4	\$135.50	\$542.00	5/28/13	
November, 2012	109775	2824	107005	3	107	3	\$135.50	\$406.50	5/28/13	
December, 2012	111679	1904	108909	1	108	1	\$135.50	\$135.50	5/28/13	
January, 2013	114506	2827	111736	3	111	3	\$135.50	\$406.50	5/28/13	
February, 2013	117268	2762	114498	3	114	3	\$135.50	\$406.50	12/4/13	
March, 2013	120850	3582	118080	4	118	4	\$135.50	\$542.00	12/4/13	
April, 2013	127875	7025	125105	7	125	7	\$135.50	\$948.50	12/4/13	
May, 2013	134826	6951	132056	7	132	7	\$135.50	\$948.50	12/4/13	
June, 2013	141813	6987	139043	7	139	7	\$140.00	\$980.00	12/4/13	
July, 2013	146518	4705	143748	4	143	4	\$140.00	\$560.00	12/4/13	
August, 2013	152478	5960	149708	6	149	6	\$140.00	\$840.00	12/4/13	
September, 2013	158850	6372	156080	7	156	7	\$140.00	\$980.00	12/4/13	
October, 2013	161905	3055	159135	3	159	3	\$140.00	\$420.00	12/4/13	
November, 2013	165060	3155	162290	3	162	3	\$175.00	\$525.00	6/16/14	
December, 2013	166379	1319	163609	1	163	1	\$175.00	\$175.00	6/16/14	
January, 2014	168122	1743	165352	2	165	2	\$175.00	\$350.00	6/16/14	
February, 2014	169528	1406	166758	1	166	1	\$175.00	\$175.00	6/16/14	
March, 2014	173999	4471	171229	5	171	5	\$175.00	\$875.00	6/16/14	
April, 2014	179855	5856	177085	6	177	6	\$175.00	\$1,050.00	6/16/14	
May, 2014	186024	6169	183254	6	183	6	\$196.00	\$1,176.00	12/7/14	
June, 2014	193796	7772	191026	8	191	8	\$197.00	\$1,576.00	12/7/14	
July, 2014	200195	6399	197425	6	197	6	\$197.00	\$1,182.00	12/7/14	
August, 2014	205793	5598	203023	6	203	6	\$197.00	\$1,182.00	12/7/14	
September, 2014	210414	4621	207644	4	207	4	\$197.00	\$788.00	12/7/14	
October, 2014	214312	3898	211542	4	211	4	\$197.00	\$788.00	12/7/14	
November, 2014	216878	2566	214108	3	214	3	\$228.50	\$685.50	6/17/15	
December, 2014	218810	1932	216040	2	216	2	\$228.50	\$457.00	6/17/15	
January, 2015	220903	2093	218133	2	218	2	\$228.50	\$457.00	6/17/15	
February, 2015	223106	2203	220336	2	220	2	\$228.50	\$457.00	6/17/15	
March, 2015	226883	3777	224113	4	224	4	\$228.50	\$914.00	6/17/15	
April, 2015	232854	5971	230084	6	230	6	\$228.50	\$1,371.00	6/17/15	

E+mon D-mon Meter Readings

May, 2015	239646	6792	236876	6	236	6	\$258.00	\$1,548.00	12/1/15	
June, 2015	245524	5878	242754	6	242	6	\$258.00	\$1,548.00	12/1/15	
July, 2015	252536	7012	249766	7	249	7	\$258.00	\$1,806.00	12/1/15	
August, 2015	259153	6617	256383	7	256	7	\$258.00	\$1,806.00	12/1/15	
September, 2015	263908	4755	261138	5	261	5	\$258.00	\$1,290.00	12/1/15	
October, 2015	268273	4365	265503	4	265	4	\$258.00	\$1,032.00	12/1/15	
November, 2015	271026	2753	268256	3	268	3	\$193.00	\$579.00	8/15/17	
December, 2015	273242	2216	270472	2	270	2	\$193.00	\$386.00	8/15/17	
January, 2016	275363	2121	272593	2	272	2	\$193.00	\$386.00	8/15/17	
February, 2016	277983	2620	275213	3	275	3	\$193.00	\$579.00	8/15/17	
March, 2016	283738	5755	280968	5	280	5	\$193.00	\$965.00	8/15/17	
April, 2016	289130	5392	286360	6	286	6	\$193.00	\$1,158.00	8/15/17	
May, 2016	294478	5348	291708	5	291	5	\$193.00	\$965.00	8/15/17	
June, 2016	302274	7796	299504	8	299	8	\$195.00	\$1,560.00	8/15/17	
July, 2016	308004	5730	305234	6	305	6	\$195.00	\$1,170.00	8/15/17	
August, 2016	314445	6441	311675	6	311	6	\$195.00	\$1,170.00	8/15/17	
September, 2016	319354	4909	316584	5	316	5	\$195.00	\$975.00	8/15/17	
October, 2016	323364	4010	320594	4	320	4	\$195.00	\$780.00	8/15/17	
November, 2016	326569	3205	323799	3	323	3	\$195.00	\$585.00	8/15/17	
December, 2016	328851	2282	326081	3	326	3	\$195.00	\$585.00	8/15/17	
January, 2017	330377	1526	327607	1	327	1	\$195.00	\$195.00	8/15/17	
February, 2017	333530	3153	330760	3	330	3	\$195.00	\$585.00	8/15/17	
March, 2017	337510	3980	334740	4	334	4	\$195.00	\$780.00	8/15/17	
April, 2017	342349	4839	339579	5	339	5	\$195.00	\$975.00	8/15/17	
May, 2017	348015	5666	345245	6	345	6	\$195.00	\$1,170.00	8/15/17	
June, 2017	354910	6895	352140	7	352	7	\$225.50	\$1,578.50	6/21/18	
July, 2017	360693	5783	357923	5	357	5	\$225.50	\$1,127.50	6/21/18	
August, 2017	367274	6581	364504	7	364	7	\$225.50	\$1,578.50	6/21/18	
September, 2017	371617	4343	368847	4	368	4	\$225.50	\$902.00	6/21/18	
October, 2017	375258	3641	372488	4	372	4	\$225.50	\$902.00	6/21/18	
November, 2017	378337	3079	375567	3	375	3	\$225.50	\$676.50	6/21/18	
December, 2017	380253	1916	377483	2	377	2	\$225.50	\$451.00	6/21/18	
January, 2018	382604	2351	379834	2	379	2	\$225.50	\$451.00	6/21/18	
February, 2018	385186	2582	382416	3	382	3	\$225.50	\$676.50	6/21/18	
March, 2018	389701	4515	386931	4	386	4	\$225.50	\$902.00	6/21/18	
April, 2018	393945	4244	391175	5	391	5	\$225.50	\$1,127.50	6/21/18	
May, 2018	399873	5928	397103	6	397					6
June, 2018	406148	6275	403378	6	403					6
July, 2018	412093	5945	409323	6	409					6
August, 2018	418417	6324	415647	6	415					6
September, 2018	421469	3052	418699	3	418					3
October, 2018	425118	3649	422348	4	422					4
November, 2018	427655	2537	424885	2	424					2
December, 2018	429732	2077	426962	2	426					2
January, 2019	432133	2401	429363	3	429					3
February, 2019	435366	3233	432596	3	432					3
March, 2019	440432	5066	437662	5	437					5
April, 2019	445995	5563	443225	6	443					6
May, 2019	452163	6168	449393	6	449					6
June, 2019	458474	6311	455704	6	455					6
June, 2019	467987	9513	465217		455					
Totals						391		\$77,764.50		64

**8/3/12: updated April and June with figures from CEPS website from 24 to 21 SREC's