

**PUBLIC'S RIGHT TO KNOW**

The School Committee is a public servant, and its meetings and records will be a matter of public information except as such meetings and records pertain to individual personnel and other classified matters.

The School Committee supports the right of the people to know about the programs and services of their schools and will make every effort to disseminate information. All requests for information will be acted on fairly, completely and expeditiously.

**All commonly available public record documents of the School District shall be posted on the District's website. The length of time such records shall remain posted on the District website shall be in accordance with the Municipal Record Retention Manual. In addition, the official minutes of the School Committee, its written policies and regulations, and its financial records will be open for inspection at the Office of the Superintendent by any citizen desiring to examine them during hours when the office is open. No records pertaining to individual students or staff members will be released for inspection by the public or any unauthorized persons by the Superintendent or other persons responsible for the custody of confidential files. The exception to this will be information about an individual employee (or student) that has been authorized in writing for release by the employee (or student, or student's parent/guardian).**

Each building administrator is authorized to use all means available to keep parents/guardians and others in the particular school's community informed about the school's program and activities.

LEGAL REFS.: M.G.L. [4:7](#); [66:10](#); [30A:18-25](#)

CROSS REFS.: [BEDG](#), Review and Release of Minutes of Executive Sessions Minutes  
[GBJ](#), Personnel Records  
[JRA](#), Student Records

School Committee first reading: October 16, 2017

School Committee second reading: December 19, 2017

*Note: The MASC Reference Manual replaces "parent(s)" with "parent(s)/guardian(s)"*

SOURCE: Framingham

**USE OF STUDENTS IN PUBLIC INFORMATION PROGRAM**Distribution of Printed Information to Pupils for Transmission to Pupils' Homes

1. Any announcements of school activities or school newsletters may be distributed.
2. Parent/**Guardian**-teacher association announcements may be distributed.
3. At the beginning of the school year, the Superintendent shall notify all established Framingham non-profit youth-oriented groups of four periods during the school year when they may prepare a packet of flyers to be distributed to pupils. Each of the four periods will consist of two days. The Superintendent shall establish all rules and regulations by which this will be done.

Distribution of other materials, at other times than at the time of the joint distribution of flyers, by non-school groups, is discouraged and is allowed only with the special permission of the Superintendent of Schools.

Organizations, no matter how worthy, which are not primarily youth-oriented will not be included in such distributions.

4. No religious information may be distributed.
5. Announcements of events sponsored by non-school groups may be posted in the schools provided the event is of educational benefit and announcements are posted in a central area within the school.
6. If the announcement is to be posted in more than one school, permission of the Superintendent of Schools **or their designee** must be obtained.
7. If the announcement is to be posted in only one school, the permission of the individual building principal shall suffice.
8. No materials bearing advertising or are of a commercial nature shall be distributed or used in any school unless they are primarily educational in nature.

**NEWS MEDIA RELATIONS/NEWS RELEASES**

Every effort will be made to assist the press and other communications media to obtain complete and adequate coverage of the programs, problems, planning, and activities of the school system.

All representatives of the media will be given equal access to information about the schools. General releases of interest to the entire community will be made available to all the media simultaneously. There will be no exclusive releases except as media representatives request information on particular programs, plans or problems.

In order that school system publicity is given wide coverage and is coordinated into a common effort and purpose, the following procedures will be followed in giving official information to the news media:

1. The School Committee chair will be the official spokesperson for the School Committee, except as this duty is delegated to the Superintendent.
2. News releases that are of a system-wide or a sensitive nature or pertain to established School Committee policy are the responsibility of the Superintendent or designee.
3. News releases that are of concern to only one school, or to an organization of one school, are the responsibility of the Principal of that particular school. All statements made to the press by other staff members of the particular school must be cleared with the Principal.

While it is impossible to know how news releases will be treated by the news media~~press~~, every possible effort should be made to obtain coverage of school activities that will create and maintain a dignified and professionally responsible image for the school system.

SOURCE: Framingham/MASC

**PUBLIC FEEDBACK COMPLAINTS**

The School Committee welcomes ~~constructive feedback~~ criticism concerning the operation of the Framingham Public Schools. The School Committee expresses its trust in its employees and is determined to protect them from unwarranted and capricious complaints.

Although no member of the community will be denied the right to bring their ~~feedback complaints~~ to the School Committee, they will be referred through the proper administrative channels for solution before investigation or action by the School Committee. Exceptions will be made when the ~~feedback complaints~~ concerns School Committee actions or ~~Committee~~ operations only.

No anonymous ~~feedback complaints~~ shall have the consideration of any administrator, any member of the School Committee, or the School Committee as a whole.

The School Committee believes that ~~feedback complaints is are~~ is best handled and resolved as close to their origin as possible, and that the professional staff should be given every opportunity to consider the issues and attempt to resolve the problem prior to involvement by the School Committee. Therefore, the proper channeling of ~~feedback complaints~~ will be as follows:

1. Teacher or District employee closest to the issue
2. School building administrator or department head
3. Superintendent
4. School Committee

If a complaint, which was presented to the School Committee and referred back through the proper channels, is adjusted before it comes back to the School Committee, a report of the disposition of the matter will be made to the School Committee and then placed in the official files.

Matters referred to the Superintendent and/or School Committee must be in writing and should be specific in terms of the action desired.

~~The School Committee expects the staff to respond professionally and in a timely manner. The professional staff to receive complaints courteously and to make a proper reply to the complainant.~~  
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The School Committee expects that complaints brought to the Framingham Public Schools and any agents thereof are respectful and with (an) identifiable complainant(s) when representing a broader organization; Similarly, the School Committee also expects that a response to the complaint(s) from the District is also respectful and timely

LEGAL REFS.: MG.L. [76:5](#)  
603 CMR [26.09](#) and 26.10

CROSS REFS.: [BEC](#), Executive Session