

**PROTOCOL
BUILDING COMPLAINTS DURING RENOVATIONS
AT METHUEN HIGH SCHOOL**

Complaints from Students, Parents, Visitors to the School, Teachers, Staff and Administration:

1. All such complaints should be referred to the Superintendent's office;
2. The Superintendent's office shall take specific details of the complaint, for example – name of person filing complaint, time of filing; time of alleged matter; details of the complaint, etc.;
3. The Superintendent should notify the Mayor, Chair and the OPM as soon as possible while simultaneously ascertaining the severity/validity of the complaint;
4. The Superintendent shall follow-up after ascertaining the severity/validity of the complaint with notification to the Mayor, Chair and OPM regarding same so that action can be taken to address the complaint. Actions could be classified as:
 - a. "No Further Action Required" – the complaint is closed;
 - b. "Further Action Required" – Copy of a written complaint and the details for the complaint provided to the OPM. The OPM will immediately notify the Contractor of the complaint so the Contractor may investigate the complaint, respond to the OPM with proposed solutions and time frames to complete, and the same being distributed to the Mayor, Chair, and Superintendent for final direction.
 - c. "Action Completed" – Documentation from the Contractor on the completion of the remedial action given to the OPM for distribution to the Mayor, Chair and Superintendent. The complaint is closed.
5. Any publicity requests from newspapers, radio and TV stations shall be referred to the Superintendent's office. The OPM nor the Contractor are authorized to respond to such requests.

Complaints from Abutters:

1. All such complaints should be referred to the OPM's on-site Clerk of the Works;
2. The Clerk of the Works shall take specific details of the complaint, for example – name of person filing complaint, time of filing; time of alleged matter; details of the complaint, etc.;
3. The Superintendent should notify the Mayor, Chair and the OPM as soon as possible while simultaneously ascertaining the severity/validity of the complaint and forward same to the OPM offices;
4. The OPM shall follow-up after ascertaining the severity/validity of the complaint with notification to the Mayor, Chair and Superintendent regarding same so that action can be taken to address the complaint. Actions could be classified as:
 - a. "No Further Action Required" – the complaint is closed;
 - b. "Further Action Required" – Copy of a written complaint and the details for the complaint provided to the Mayor, Chair and Superintendent. The OPM will immediately notify the Contractor of the complaint so the Contractor may

investigate the complaint, respond to the OPM with proposed solutions and time frames to complete, and the same being distributed to the Mayor, Chair, and Superintendent for final direction.

- c. "Action Completed" – Documentation from the Contractor on the completion of the remedial action given to the OPM for distribution to the Mayor, Chair and Superintendent. The complaint is closed.
5. Any publicity requests from newspapers, radio and TV stations shall be referred to the Superintendent's office. The OPM nor the Contractor are authorized to respond to such requests.

Complaints from Contractor, Subcontractor/Vendor, and Construction Site Visitors:

Addressed or to be addressed by Dimeo's Safety and Security Plans.