

ADOPTED NOVEMBER 5, 2001  
REVISED FEBRUARY 22, 2010

Descriptor Term:  
ROLE OF BOARD MEMBERS IN HANDLING COMPLAINTS

Descriptor Code:  
2.1220

Legal References: G.S. 115C-36

Cross References: 2.6100 Board Attorney; 1.7420/5.0600 Responding to Complaints

An individual board member who receives a complaint or inquiry from a parent or interested citizen concerning a school matter shall refer the complainant to the appropriate school administrator and, if appropriate, advise the complainant of the procedures in place for making such complaints.

The board member also may refer the complainant to the superintendent who will determine an appropriate means of responding to the complaint. The board attorney also may be notified of the complaint in accordance with board policy 2.6100, Board Attorney.

Individual board members shall refrain from taking individual action with regard to such complaints other than referring them to the proper administrative employee.