

Descriptor Term:
RESPONDING TO COMPLAINTS

Descriptor Code:
1.7420/5.0600

Legal References: G.S. 115C-36, -47

Cross References: 2.1220 Role of Board Members in Handling of Complaints; 2.6100 Board Attorney

A. OPPORTUNITIES TO ADDRESS CONCERNS AND COMPLAINTS

The board is committed to providing an effective means for parents and community to voice concerns and complaints. The board also strives to resolve concerns and complaints whenever possible. To this end, the board has established the following processes:

1. informal resolutions of specific concerns (see General Process below);
2. public hearings and public comments at board meetings on subjects of concern to parents and the community (Public Participation at Board Meetings, policy 2.3100)
3. procedure for parental concerns regarding the curriculum (Parental Inspection and Objection to Instructional Materials, policy 3.6100)
4. specific processes for addressing disciplinary consequences;
5. processes as provided by law for special education students
6. grievance procedure for addressing concerns regarding specific decisions, especially where there are concerns that board policy or law has been misapplied, misinterpreted or violated, including discrimination claim on the basis of sex or disability. (1.7500/7.1500, Employee Grievance Procedure and 1.7550/4.3500, Student Grievance Procedure).

Numerous other policies provide opportunities for parental input, including 1.3100/4.3100, Parental Involvement.

B. GENERAL PROCESS

Complaints that are not specifically designated to be addressed in other policies should be addressed in the following manner:

1. The complaint should be received, and addressed at the level closest to which the complaint originated. For example, a complaint regarding a classroom issue should be heard first by the teacher. A complaint regarding the school in general should be addressed first by the principal.
2. Any board member or employee receiving a complaint should verify that the complaint has been appropriately referred to him or her and if not, assist the complainant by identifying the appropriate personnel to receive the complaint.
3. Once appropriately referred, if the complainant is not satisfied with the response to the complaint, the complainant should be informed of the options for further review of the complaint.
4. A complaint or series of complaints that raise significant issues about the educational program or the operation of the schools is an opportunity to further examine the success of the school district in meeting its goals and objectives. When feasible, a group representing various perspectives and

interests, such as teachers, administrators, students and parents, should discuss the issue and make recommendations to appropriate personnel or to the board.

The superintendent shall communicate the requirements in this policy to board members and employees on a regular basis.