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*Rescinds Policy Number:*

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### **OPPORTUNITIES TO ADDRESS CONCERNS AND COMPLAINTS**

The board is committed to providing an effective means for parents and the 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:

- informal resolutions of specific concerns (see General Process below);
- public hearings and public comments at board meetings on subjects of concern to parents and the community (Public Participation at Board Meetings, policy 2310);
- procedure for parental concerns regarding the curriculum (Parental Inspection and Objection to Instructional Materials, policy 3210);
- specific processes for addressing disciplinary consequences (board policies in the 4300 series);
- processes as provided by law for special education students (Special Education Programs/Rights of Disabled Students, policy 3520; Disciplinary Action for Exceptional Children/Disabled Students, policy 4307);
- 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. (Student and Parent Grievance Procedure, policy 1740/4010).

Numerous other policies provide opportunities for parental input, including Parental Involvement, policy 1310/4002.

### **GENERAL PROCESS**

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

- The complaint should be received, and addressed at the level closest to which the complaint originated. For example, a complaint regarding a classroom should be heard first by the teacher. A complaint regarding the school should be addressed first by the principal.
- Any board member or staff member receiving a complaint should make sure that the complaint has been appropriately referred to him or her and if not, assist the complainant by identifying appropriate personnel.
- 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.
- 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 is responsible for communicating the requirements in this policy to board members and staff on a regular basis.

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