

SERIES 100 – BOARD OPERATIONS

Board Members - 160

Handling of Complaints (167)

Individuals or groups often confront a single member of the Board of Education with issues which usually should be handled by the Superintendent of Schools. In order that fair and equal consideration can be given to all parties concerned, it is expected that the member of the Board of Education will listen politely to the aggrieved, then inform the aggrieved of the procedure of the Board in handling complaints. The procedure is as follows:

- 1) All complaints should be given to the Superintendent of Schools.
- 2) The Superintendent of Schools will contact the school personnel involved in the complaint and try to resolve the complaint at that level.
- 3) If the complaint is not resolved, it will move up the chain of command until it reaches the Superintendent of Schools.
- 4) If there is no resolution with the Superintendent of Schools, the aggrieved will put the complaint in writing to the Superintendent of Schools, where it will be presented to the Board of Education.

Board members should also withhold commitments or opinions until the matter has gone through established procedures through the chain of command and are then presented formally to the Board for consideration. This procedure allows the Board of Education members to hear all facts and all sides of the problem before formulation of an opinion.

Approved: 10/16/06