

CITIZEN COMPLAINTS

Constructive criticism motivated by a sincere desire to improve the quality of the educational program or to equip the schools to do their tasks more effectively is welcomed by the Board.

The Board believes that the complaints and grievances are best handled and resolved as close to their origin as possible. Therefore, proper channeling of complaints involving instructions, discipline, or learning materials will be as follows:

- a. Teacher
- b. Principal
- c. Superintendent
- d. Board of Education

Any complaint about school personnel shall always be referred back through proper administrative channels before it is presented to the Board for consideration and action.

When a complaint is made directly to an individual Board member, the procedure outlined below shall be followed:

1. The Board member shall refer the person making the complaint to the teacher, principal, or Superintendent, and explain the chain-of-command process used by the Board.
2. If the person will not personally present his/her complaint to the teacher, principal, or Superintendent, the Board member shall then as that the complaint be written and signed. The Board member shall then refer it to the Superintendent for investigation. The Board member should not promise the complainant that that he/she will do anything about the complaint other than refer it to the Superintendent for investigation.
3. If at any time the person making the complainant feels that he/she has not been given a satisfactory reply from a principal, he/she should be advised to consult with the Superintendent and, if still not satisfied, to request that the complaint be heard by the Board of Education.