

RESPONDING TO COMPLAINTS

Policy Code: 1742/5060

Repeal recommended – content has been moved to 1740/4010-R. Concerns directed toward the Board of Education are covered by 2015/5005

Descriptor Term: RESPONDING TO COMPLAINTS		Descriptor Code: 1742/5060* (formerly BF)	
Presented to the Board: September 28, 2006 (1st Reading) November 9, 2006 (2nd Reading)	Adopted by the Board: November 9, 2006		Revised by the Board: Recodified as policy 1742/5060: May 10, 2022

~~OPPORTUNITIES TO ADDRESS CONCERNS AND COMPLAINTS~~

~~The Board of Education 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;~~
- ~~• Public hearings and public comments at board meetings on subjects of concern to parents and the community; and~~
- ~~• Grievance procedure for addressing concerns regarding specific decisions where there are concerns that board policy or law has been misapplied, misinterpreted or violated (Student and Parent Grievance Procedure – Policy JCE)*~~

~~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. Personnel matters should be referred to the immediate supervisor of the person against whom the complaint is made.~~
- ~~• 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 by the Superintendent or the Superintendent's designee.~~
- ~~If an impartial investigation determines that the complaint is unfounded or that no further response from the school system is merited, the complaint process shall end.~~
- ~~Regardless of the resolution, the superintendent or designee will notify the Board member(s) who request to be notified when the process is complete.~~
- ~~A complaint or series of complaints that raise significant issues about the educational program or the operation of the schools is an opportunity to examine the success of the district in meeting its goals and serving the school community.~~

~~The superintendent is responsible for communicating the requirements in this policy to board members and staff and for the development of any necessary procedure.~~

~~NOTE: *Policies are available on the GCS website – www.gesnc.com, or in the GCS Student Handbook distributed by the school system.~~