

CASWELL COUNTY SCHOOLS BOARD OF EDUCATION POLICY	<u>STUDENTS</u> Student Complaints	481
---	---	------------

A. Opportunities to Address Concerns and Complaints

The board is committed to providing an effective means for students, 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:

1. Informal resolutions of specific concerns (see Section B, General Process, below);
2. Public hearings and public comments at board meetings on subjects of concern to parents and the community (policy 205, Board of Education Meetings and Procedures);
3. A procedure for parental concerns regarding the curriculum (policy 625, Curriculum Development and Media Materials Appeal)
4. Specific processes for addressing disciplinary consequences (student code of conduct);
5. Processes as provided by law for students with disabilities (policies 110/465/620);
6. Grievance procedures for addressing concerns regarding specific decisions, especially when there are concerns that board policy or law has been misapplied, misinterpreted, or violated, including discrimination claims on the basis of sex or disability (policies 220, 482 and Student Code of Conduct).

Numerous other policies provide opportunities for parental input, including policy 335, Title I, Parent 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.

CASWELL COUNTY SCHOOLS BOARD OF EDUCATION POLICY	<u>STUDENTS</u> Student Complaints	481
---	---	------------

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 system 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.