

Kingsport City Board of Education

Monitoring: Review: Annually, in September	Descriptor Term: School-Community Relations	Descriptor Code: 1.500	Issued Date: 10/03/17
		Rescinds: 1.500	Issued: 11/03/11

1 Kingsport City Schools shall include the input of the Kingsport community through study, discussion
2 and active participation to promote a high quality program of education and enhance school/community
3 relations.

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5 The Superintendent of Schools shall establish a community relations program that involves all members
6 of the school community thereby utilizing the resources and experience of its stakeholders.

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8 The Board of Education welcomes the input of parents and citizens on ways in which school services
9 to students can be improved. The Board expects prompt consideration and consistent treatment of all
10 citizen concerns.

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12 As a general rule, complaints should be addressed to the employee who is closest to the concern. Prob-
13 lems relating to an individual classroom should first be brought to the attention of the teacher. Problems
14 relating to a particular school should be brought to the attention of the principal. Problems related to
15 specialized functions such as special education, transportation, food services, etc. should be called to
16 the attention of the program's administrator. Complaints about individual school personnel should first
17 be brought to the attention of that individual and then to that person's immediate supervisor.

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19 If a complaint is not addressed in a timely manner or if the complainant is not satisfied with the dis-
20 position of the complaint, the complainant may appeal to the Assistant Superintendent depending on
21 the nature of the complaint. Complainants may make a final appeal from the decisions of the Assistant
22 Superintendent to the Superintendent of Schools.

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24 Complaints to a Board member concerning an employee of the System or an administrative regulation or
25 Board policy shall be referred to the Superintendent for investigation, appropriate action or recommen-
26 dations, if, in the judgment of the Board member, an investigation or action is warranted. Alternatively,
27 Board members may direct constituents to the employee best able to resolve the problem.

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Cross References

- Meetings 1.400
- Agendas 1.403
- Public Communication at Board Meetings 1.404
- Parent/Family Involvement 4.502

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