



RESPONDING TO COMPLAINTS

Policy Code: 1330

OPPORTUNITIES TO ADDRESS CONCERNS AND COMPLAINTS

The Board is committed to providing an effective means for parents, staff 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 (see General Process below);
- public hearings and public comments at Board meetings on subjects of concern to parents and the community (Public Participation at Board Meetings, policy 2310);
- procedure for parental concerns regarding the curriculum (Parental Inspection and Objection to Instructional Materials, policy 3210);
- specific processes for addressing disciplinary consequences (Board policies in the 4300 series);
- processes as provided by law for special education students (Special Education Programs/Rights of Disabled Students, policy 3520; Disciplinary Action for Exceptional Children/Disabled Students, policy 4307) and Title I students (Parental Involvement, policy 1310); and
- grievance procedure for addressing concerns regarding specific decisions, especially where there are concerns that Board policy or law has been misapplied, misinterpreted or violated, including discrimination on the basis of sex, race, religion, national origin, or disability. (Student and Parent Grievance Procedure, policy 1740 and Grievance Procedure for Employees, policy 1750).

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.
- 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.

TITLE I COMPLAINT RESOLUTION

These procedures shall be followed to deal with any complaint concerning any and all violations relative to Title I in connection with programs assisted under this Title by any individual(s) or organization(s). Official complaints or appeals brought to the Franklin County Schools shall deal with lack of compliance with Federal or State Title I legislation, rules, or regulation. A complaint, or an appeal to any decision by a school, may be filed with Franklin County Schools by any individual(s) or group(s) within the school district. The procedures contained in Policy 1740, Student and Parent Grievance Procedure, shall be followed in addressing complaints regarding the Title I program.

Legal References: G.S. 115C-36, -47; Section 128 of Public Law 95-561.

Cross References: Student and Parent Grievance Procedure (policy 1740), Grievance Procedure for Employees (policy 1750), Public Participation at Board Meetings, (policy 2310), Parental Inspection and Objection to Instructional Materials (policy 3210), Special Education Programs/Rights of Disabled Students (policy 3520), Parental Involvement (policy 1310), Student Behavior Policies (policies in the 4300 series), Disciplinary Action for Exceptional Children/Disabled Students (policy 4307).

Adopted: 03/08/99