

BOARD MEMBERS DEALING WITH COMPLAINTS

When a member of the board of education is approached by a citizen, parent, student, or employee about a concern or complaint, the board member should:

- I. Listen quietly and patiently to the person and try to understand the concern or complaint.
- II. Encourage the person to discuss the concern or complaint with the school person most directly involved (teacher, sponsor, coach, or administrator).
- III. If that has already been done by the person, then encourage the person to discuss the concern or complaint at the next level of supervision (supervisor or administrator).
- IV. If the person has discussed the concern or complaint at all levels of supervision including with the superintendent of schools, the board member should ask the person if he or she desires to have the board of education give consideration to the situation. Such consideration must be supported by an audience with the board of education or a signed documentation of the concern or complaint. That condition may be waived if the concern or complaint is stated generally by the public and more than one member of the board of education concurs in the generality of the concern or complaint.
- V. Any solution or reaction to the concern or complaint by a board member shall be based upon written and stated policy of the board of education or administrative rules and regulations developed to carry out that policy.
- VI. Should the board member feel that the concern or complaint stated by a person be conveyed to school personnel, the board member should recommend that the person first begin with the office of the superintendent of schools.