

Constructive criticism motivated by a sincere desire to improve the quality of the educational program or to equip the schools to do their tasks more effectively is welcomed by the Board of Education.

The Board believes that complaints and grievances are best handled and resolved as close to their origin as possible. Therefore, the proper channeling of complaints involving instruction, discipline, or learning materials will be as follows:

1. Teacher
2. Principal
3. Office of School Operations
4. Superintendent
5. Board of Education

Any complaint about school personnel shall always be referred back through proper administrative channels before it is presented to the Board for consideration and action.

When a complaint is made directly to an individual Board member, the procedure outlined below will be followed:

1. The Board member shall request the person making the complaint to reduce the complaint to writing and deliver the written complaint to the principal or Superintendent in person.
2. If, at any time, the person making a written complaint feels that he/she has not been given a satisfactory reply from the principal, the person shall be advised to consult with the Assistant Superintendent of School Operations and then the Superintendent and, if still not satisfied, to request of the Superintendent a hearing before the Board of Education.

If the matter is brought before the Board, the Board shall arrange a hearing at a regular or special meeting called by the Board.

ADOPTED: August 2, 2001

Cherokee County Board of Education