A. OPPORTUNITIES TO ADDRESS CONCERNS AND COMPLAINTS

The Cleveland County Board of Education (the “Board”) is committed to providing an effective means for parents/guardians and members of 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 2310, Public Participation at Board Meetings);
3. a procedure for parental concerns regarding the curriculum (policy 3210, Parental Inspection of and Objection to Instructional Materials);
4. specific processes for addressing disciplinary consequences (policies in the 4300 series);
5. processes as provided by law for students with disabilities (policies 1730/4022/7231, Nondiscrimination on the Basis of Disabilities, 3520, Special Education Programs/Rights of Students with Disabilities, and 4307, Disciplinary Action for Exceptional Children/Students with Disabilities); and
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 1740/4010, Student and Parent Grievance Procedure, and 1720/4015/7225, Discrimination, Harassment, and Bullying Complaint Procedure).

Numerous other policies provide opportunities for parental input.

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 referred to the appropriate personnel and if not, assist the complainant by identifying the appropriate personnel. Complaints should be referred consistent with the following:

a. Matters related to Board policies and Board relations are under the management jurisdiction of the Superintendent. In addition, concerns about a principal should be referred to the Superintendent.

b. Matters of an instructional nature, those relating to student services, student activities, special education and testing are under the management jurisdiction of the Assistant Superintendent for Curriculum and Instruction.

c. Matters relating to food services, transportation, school facilities, technology, are under the management jurisdiction of the Assistant Superintendent of Operations.

d. Matters relating to school security, student discipline, student assignment and athletics are under the management jurisdiction of the Director of Administrative Services.

e. Matters relating to school or district communications and community relations are under the management jurisdiction of the Director of Communications.

f. Matters related to school personnel and human resources are under the management jurisdiction of the Executive Director of Human Resources.

g. Matters related to finance and budget are under the management jurisdiction of the Director of Finance.

Administrative personnel shall be responsible for knowing the proper places to route various complaints brought concerning the schools, the school program, or school operation.

Legal References: G.S. 115C-36, -47

Adopted: March 13, 2017