ROLE OF BOARD MEMBERS IN HANDLING COMPLAINTS

An individual Cleveland County Board of Education (the “Board”) member who receives a complaint or inquiry from a parent or interested citizen concerning a school matter will refer the complainant to the appropriate school administrator and, when appropriate, advise the complainant of the procedures in place for making such complaints.

The Board member also may refer the complainant to the Superintendent, who shall determine an appropriate means of responding to the complaint.

Individual Board members will refrain from taking individual action with regard to such complaints other than referring them to the proper administrative employee.

Legal References:  G.S. 115C-36

Adopted:  October 9, 2017

Replaces:  Board policy 1320, Role of Board Members in Handling Complaints