

TERRELL COUNTY BOARD POLICY
Complaints

Descriptive Code: KN
Date: 2/13/2012
Rescinds Code: KN
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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. Superintendent
4. 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.

The Board will review all unsolved problems that need to be brought to its attention,

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

1. The Board member shall refer the complaint back through the appropriate channels as outlined above.
2. If at any time the person making a complaint feels that a satisfactory reply has not been given by a principal, the person shall be advised to consult with the Superintendent and, if still not satisfied, to request of the Superintendent a hearing before the Board of Education.