

## PARENT/PUBLIC COMPLAINTS

Open and effective channels of communication among parents, the public, employees and the New Hanover County Board of Education are expectations of the Board. Constructive criticism of the schools will be welcomed by the Board when it is motivated by a sincere desire to improve the quality of the educational program or to equip the schools to do their tasks more effectively.

The Board recognizes, however, that situations may arise in the operation of the New Hanover County Schools which are of particular concern to parents or the public. The Board believes that complaints should be handled as close to their origin as possible and resolved by the individuals closest to the complaint. If the situation cannot be resolved at this level, then procedures may continue through channels to the Superintendent or designee. It is the intent of this Policy to provide the means for resolving each parent/public complaint in a fair and impartial manner and to seek remedies where appropriate.

Parents and the public may always bring their concerns/complaints to the Board or any Board member by written correspondence; however, they will be referred through the proper administrative channels for resolution. Also, concerns/complaints about specific employees will not be allowed in open sessions of Board meetings. Retaliation in any form shall not be taken by any employee or by the Board against students because of complaints. Parents and the public shall be aware that many complaints are considered public records and could be disclosed to the media and the public.

### Procedures:

1. Persons with complaints against an employee shall discuss and attempt to resolve the problem directly with that employee.
2. If discussion with the employee does not resolve the problem, the complainant shall discuss and attempt to resolve the problem with the principal or the employee's immediate supervisor.
3. Procedures 1 and 2 must be completed before complaints are brought to the level of the Superintendent's office. Complaints must be in writing and must include the specific complaints or charges to be considered as well as the remedy that is desired. An administrative form is available for this procedure on the New Hanover County Schools' website, [www.nhcs.net](http://www.nhcs.net). A copy of the written complaint will be provided to the employee/principal. The written complaint must be submitted before any action is taken by the Superintendent's or designee's office.

This Policy shall not apply to employee grievances. These are addressed in Policy 6450, Grievance Procedure for Employees.

CROSS REF: Policy 6450 Grievance Procedure of Employees

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