

Who We Are

Recognizing that reliable and effective complaint record keeping is necessary for the identification and prevention of wrongdoing and the District's interest in protecting the health, safety, and welfare of students, employees, and District stakeholders, the School board charges the Inspector General with the implementation, operation, and maintenance of a District-wide centralized complaint assessment and referral evaluation system.

School Board Policy I.092 authorizes the Inspector General to receive, review and investigate any complaints regarding District-funded projects, programs, contracts or transactions or as the Inspector General deems appropriate that involve fraud, waste, financial mismanagement, fiscal or ethical misconduct or other abuse.



*Inspector General
Teresa Michael*

3300 Forest Hill Boulevard, Suite C-306

West Palm Beach, FL 33406

Phone (561) 434-7335

officeofinspectorgeneral@palmbeachschools.org



**TRUST*

**INTEGRITY*

**RESPECT*



Centralized Complaint Assessment & Referral Evaluation System



***Anonymous**

***Confidential**

***Secure**

WHAT SHOULD BE REPORTED

Complaints regarding misconduct on the part of school employees, administrators, vendors and charter school personnel as it relates to school functions and/or operations.

Reporting of complaints shall be made in accordance to School Board Policy I.092 and is available on the District website. An example of issues that should be reported are as follows:

- ✓ Improper conduct/relationship between a District employee and a student
- ✓ Falsification of timesheets, student records, or other documents
- ✓ School staff selling or operating a private business during work hours or utilizing District email, or District equipment
- ✓ District business partner is providing a personal benefit to a district employee in exchange for awarding a contract
- ✓ Gross Insubordination
- ✓ Student health, safety and welfare complaints

WAYS TO FILE A COMPLAINT

Available 24/7

Toll Free Hotline (855) 561-1010

Online: pbcsd.ethicaladvocate.com

Email: cares@palmbeachschools.org

Use Your Phone to Scan This QR Code



In person or via US Mail at:

Office of Inspector General-CARES
3300 Forest Hill Blvd., Suite C-306
West Palm Beach, FL 33406

EMERGENCIES

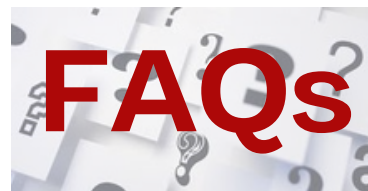
All emergency complaints to 9-1-1 or emergency services should be made immediately to include reporting abuse complaints as mandated by the Florida Department of Children & Families Abuse Hotline at 1-800-962-2873.



***Anonymous**

***Confidential**

***Secure**



Can I make an anonymous report?

Yes however, this may impact the ability of the matter to move forward as the information may be limited. Additionally, there are certain collective bargaining agreements that require a complainant be available for questioning.

My performance evaluation was low, can I file a complaint via CARES?

CARES is designed to address allegations of misconduct.

Concerns regarding evaluations or management decisions are best handled via employee grievance processes.

I have a complaint about the bus schedule and late pick-ups should I call CARES?

Customer service issues related to staff performance or products provided should be directed the district leadership charged with overseeing transportation.