

Administrative Guidelines Regarding Complaints – KN Policy

Pursuant to the Cherokee County Board of Education (the “Board”) Policy KN, Complaints, the Board hereby adopts the following complaint procedures for handling complaints made by parents/guardians and community members within the Cherokee County School District (the “School District”).

The School District is not required to investigate vague, speculative, unsupported, or facially insufficient allegations that do not reasonably identify conduct or permit a meaningful response. Where appropriate, the School District will provide 3 days for an amendment or supplemental documentation/information prior to the dismissal. All decisions related to dismissals will be made by the Executive Director of Legal Compliance with written notification to both the complainant and appropriate level administrator. If the matter is dismissed for any of the above reference reasons, the decision is final.

I. GENERAL STEPS TO ADDRESS KN COMPLAINTS

- A. Prior to filing a Formal KN Complaint, the individual must exhaust the appropriate channel for concerns, complaints and grievances.
- B. As part of the review of complaints, the Third Level review will provide a written decision to the individual who has reported a concern, complaint or grievance.
- C. Once the person who has reported the concern, complaint or grievance has been provided with a written decision at the Third Level, an appeal of the decision may be filed with the Superintendent of Schools. The Superintendent will designate the appropriate person with subject matter knowledge to formally evaluate, review and recommend an appeal decision to the Superintendent within fifteen (15) business days. A written decision will be issued by the Superintendent or the Superintendent’s Designee.
- D. The Superintendent or Superintendent’s Designee decision is final.

II. RECORDS

- A. At each level of the process, the administrator or personnel who makes any written decisions will retain a copy, either hard copy or electronic.
- B. In the case of additional review, a copy of all evidence and written decisions will be furnished to the next administrator in the process outlined within the Communication Protocol.
- C. Records, including any information or documented during the KN process shall be maintained in accordance with:
 - Georgia Open Records Act;

- Applicable records retention requirements;
- Family Educational Rights and Privacy Act (FERPA); and
- Other applicable laws governing documents, including confidentiality of some personnel records.