

Policy Code: 1742/5060 Responding to Complaints

A. Opportunities to Address Concerns and Complaints

The Board is committed to providing an effective means for parents and the community to voice concerns and complaints. The Board also encourages the resolution of concerns and complaints whenever possible. To this end, the Board has established the following processes:

1. informal resolutions of specific concerns (see **Section B** General Process below)
2. public hearings and public comments at board meetings on subjects of concern to parents and the community (Public Participation at Board Meetings, policy 2310)
3. procedure for parental concerns regarding the curriculum (Parental Inspection and Objection to Instructional Materials, policy 3210)
4. specific processes for addressing disciplinary consequences (board policies in the 4300 series)
5. processes as provided by law for students with disabilities (policies Nondiscrimination on the Basis of Disabilities 1730/4022/7231, Special Education Programs/Rights of Disabled Students, policy 3520; Disciplinary Action for Exceptional Children/Disabled Students, policy 4307)
6. a grievance procedures for addressing concerns regarding specific decisions, especially when there are concerns that board policy or law has been misapplied, misinterpreted or violated Student and Parent Grievance Policy, policy 1740/4010.
7. procedures for reporting and resolving complaints of discrimination, harassment, or bullying on the basis of sex, disability, or other personal characteristic (policies 1710/4020/7230, Discrimination and Harassment Prohibited by Federal Law; 1720/4030/7235, Title IX Nondiscrimination on the Basis of Sex; 1725/4035/7236, Title IX Sexual Harassment – Prohibited Conduct and Reporting Process; 1726/4036/7237, Title IX Sexual Harassment Grievance Process; and 4329/7311, Bullying and Harassing Behavior Prohibited).

Numerous other policies provide opportunities for parental input, including Parental Involvement, policy 1310/4002.

B. General Process

Complaints that are not specifically included in other policies should be addressed in the following manner:

The individual or group involved is advised to take their concern to the appropriate school staff member. The complaint should be received and addressed at the level closest to which the complaint originated, as follows:

1. teacher
2. school principal or principal's designee
3. superintendent or superintendent's designee
4. board

School personnel will ensure prompt and equitable resolution of complaints. Complaints should be resolved within thirty (30) days of their origin and no later than sixty (60) days. When there are extenuating circumstances which prevent a resolution within this time frame, the parties may mutually agree to an extension of time. In circumstances where danger to persons or property is involved, school personnel should immediately respond to the complaint.

Any complaint about school personnel will be investigated by the administration before consideration and action by the Board.

A complaint or series of complaints that raises significant issues about the educational program or the operation of the schools is an opportunity to further examine the success of the school district in meeting its goals and objectives. When feasible, a group representing various perspectives and interests, such as teachers, administrators, students, and parents, should discuss the issue and make recommendations to appropriate personnel or to the Board.

The Board delegates to the administration the authority to make such reasonable rules and regulations as may be appropriate for the orderly disposition on any complaints instituted under this policy.

The superintendent is responsible for communicating the requirements in this policy to board members and staff on a regular basis.

Legal Reference: [G.S. 115C-36, -47](#)

Cross References: Parental Involvement (policy 1310/4002), Discrimination and Harassment Prohibited by Federal Law (policy 1710/4020/7230), Title IX Nondiscrimination on the Basis of Sex (policy 1720/4030/7235), Title IX Sexual Harassment – Prohibited Conduct and Reporting Process (policy 1725/4035/7236), Title IX Sexual Harassment Grievance Process (policy 1726/4036/7237), Nondiscrimination on the Basis of Disabilities (1730/4022/72310, Grievance Procedure for Students and Parents (policy 1740/4010), Public Participation at Board Meetings (policy 2310), Parental Inspection and Objection to Instructional Materials (policy 3210), Special Education Programs/Rights of Disabled Students (policy 3520), Student Behavior Policies (policies in the 4300 series), Disciplinary Action for Exceptional Children/Disabled Students (policy 4307) , Bullying and Harassing Behavior Prohibited (policy 4329/7311)

Adopted: 9/3/98, 4/22/21

Revised: 7/21/05, 5/28/10, 9/2015

Chapel Hill-Carrboro Schools
