

## **ROLE OF BOARD MEMBERS IN HANDLING COMPLAINTS**

*Policy Code:* **2122**

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An individual board member who receives a complaint or inquiry from a parent or interested citizen concerning a school matter shall refer the complainant to the appropriate school administrator and, when appropriate, advise the complainant of the procedures in place for making such complaints.

The board member also may refer the complainant to the superintendent, who will determine an appropriate means of responding to the complaint. The board attorney also may be notified of the complaint in accordance with board policy 2610, Board Attorney.

Individual board members shall refrain from taking individual action with regard to such complaints other than referring them to the proper administrative employee.

Legal References: G.S. 115C-36

Cross References: Board Attorney (policy 2610), Responding to Complaints (policy 1742/5060)

Adopted: January 10, 2013