

ROLE OF BOARD MEMBERS IN HANDLING COMPLAINTS

Policy Code: **2122**

An individual board member who receives a complaint from a parent or interested citizen concerning a school matter shall refer the complainant to the Superintendent or designee who shall follow up with the Board or Board member regarding the complaint in a timely manner. The board attorney also may be notified of the complaint in accordance with board policy 2610, Board Attorney. If the complaint involves alleged inappropriate conduct by the Superintendent, the Board member shall refer the matter to the Board Chair and Board Attorney.

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

Board members shall also follow this policy with regard to constituent concerns and inquiries from outside groups, as well. In addition, it is the policy of the Buncombe County Board of Education that all Board members should adhere to this policy and allow the Superintendent and administration to investigate and respond to complaints and/or concerns. If an individual Board member makes statements to any person or persons or takes any action related to a complaint or concern, the Superintendent or designee is hereby authorized to respond as deemed appropriate to any such statements or actions that involve inaccurate or incomplete information. This policy is not intended to limit the right of the Superintendent or designee to disseminate information regarding the school system as deemed appropriate.

Legal References: G.S. 115C-36

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

Adopted: January 10, 2013

Revised: December 12, 2013