

## **K-8 PUBLIC COMPLAINTS**

Constructive criticism of the schools is welcomed by the Board whenever it is motivated by a sincere desire to improve the quality of the education program or to equip the schools to do their tasks more effectively. The Board has, however, confidence in its professional staff and desires to support their actions in order that they may be free from unnecessary, spiteful, or negative criticism and complaint. Therefore, whenever a complaint is made directly to the Board as a whole or to a Board member as an individual, it will be referred to the school administration for study and possible solution.

The Board advises the public that the proper channeling of complaints involving instruction, discipline, or learning materials is as follows:

- Teacher
- Principal
- Assistant Superintendent
- Superintendent
- Board of Education

The Board will consider hearing citizen complaints when they cannot be resolved by the administration. Matters referred to the Board must be in writing and should be specific in terms of the action desired. The Board will not consider or act on complaints that have not been explored at the appropriate administrative level. The Board directs that all citizen complaints brought to it while the Board is in official session, and which challenge or question the good name or character of an individual, shall be heard in executive session.

**ADOPTED: May 11, 2004**

**LEGAL REF: Code of Alabama 16-1-30**