

## **ROLE OF BOARD MEMBERS IN HANDLING COMPLAINTS** *Policy Code:2122*

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

An individual board member who receives a complaint or inquiry from a parent or interested citizen concerning a school matter will refer the complainant to the appropriate school administrator and will, 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 will refrain from taking individual action with regard to such complaints other than referring them to the proper administrative employee.

### **B. ROLE OF BOARD MEMBERS IN VISITS TO SCHOOLS**

Members of the board of education are encouraged to visit schools in order to inform themselves and to gain a clearer understanding of the daily operation of the system. Members of the board of education wishing to visit a school in the district in their official capacity as board members should generally inform the superintendent or his designate of the desire to visit. Policy questions arising from such visits should be directed to the superintendent.

In matters relating to the education of their own children, members of the board of education act as parents rather than board members and have the same rights and responsibilities as other parents.

Board members should confer, in the same manner as other parents, with the individual teacher or principal about matters growing out of their children's participation in the public schools.

### **C. ROLE OF BOARD MEMBERS IN INFORMAL MEETINGS WITH INDIVIDUAL OR GROUPS OF PATRONS CONCERNING SCHOOL MATTERS**

The board of education encourages citizen participation in the public schools. Board policies provide guidance for such citizen participation. Individual board members should inform any citizen or group of citizens with whom they meet that in such meetings they act only as individuals and not for or on behalf of the board of education unless they have been so authorized by official board action. In addition, board members should attempt to avoid situations in which their presence could be inferred by the citizens as being officially representative of the board.

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Individual members of the board of education should refrain from meeting with groups of school employees to discuss matters relating to employment or conditions of work without specific authorization by board action.

When a request is received by a board member to meet with any informal citizen group about school matters, the individual board member should inform the board chairman and the superintendent of the request.

Legal References: G.S. 115C-36

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

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