

PUBLIC COMPLAINTS GRIEVANCE PROCEDURES

It is recognized that members of the public may have legitimate complaints or justifiable grievances for which they seek redress. Although board members welcome the opportunity to discuss the schools with any citizen, the Board believes that problems are most easily solved by the people who are nearest the source of the problem. Thus, a citizen or parent who has a complaint about or with an employee should first seek to resolve the dispute with the individual. If this does not solve the problem, the complainant then should seek redress from the Principal, or immediate supervisor, appropriate Central Office Director, Superintendent, and Board, in that order.

Complainants who seek first action from the Board or Superintendent shall be directed to seek a solution to their problem from the applicable individual before the Superintendent or Board shall enter the case. Exceptions are complaints that concern board action or board operations.

Citizens may also make use of the Appeals Procedures for Citizens, Policy 7211 of the West Virginia Board of Education. Appeal forms for this procedure are distributed by the State Superintendent of Schools and are available at the office of the State Superintendent of Schools, the office of the Hardy County Board of Education, and at each school.

SOURCE: Board of Education Minutes

DATE: November 28, 1983 - January 15, 2001

LEGAL REFERENCE: West Virginia Board of Education Policy 7211