

R 1-14-1 Board Members' Procedures for Responding to Public Inquiries

It is recognized that from time to time members of the public may have legitimate or justifiable complaints for which they seek redress. Complaints should be made in writing and signed by the complainant. The school official receiving the complaint shall forward a copy to all employees involved. Although Board members welcome the opportunity to discuss schools with any citizen, the Board believes that problems are most easily solved by people most involved. Therefore, solutions to complaints or grievances should be sought first at the lowest possible level in the organization.

Proper procedures for Board of Education members when individuals or pressure groups contact a member individually shall be to:

- ❖ Listen to the problem with due respect for all;
- ❖ Inform the individuals or group that no official action can be taken except in a legally constituted meeting of the Board, therefore no promises can be made;
- ❖ Direct the party or parties to take the problem to the principal or Superintendent for a solution on the basis of policies of the Board; and
- ❖ If the contacting parties are trying to secure a position, promise them nothing but tell them to file an application with the Superintendent.