

1 ~~An individual board~~ Any member of the Transylvania County Board of Education (the “board”)
2 who receives a complaint or inquiry from a parent or interested citizen concerning a school
3 matter will refer the complainant to the appropriate school administrator. ~~and, when~~ When
4 appropriate, the board member also will advise the complainant of the procedures in place for
5 making such complaints.

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7 The board member also may refer the complainant to the superintendent, who shall determine an
8 appropriate means of responding to the complaint. The board attorney also may be notified of
9 the complaint in accordance with policy 2610, Board Attorney.

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11 Individual board members will refrain from taking individual action with regard to such
12 complaints other than referring them to the proper administrative employee.

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14 Legal References: G.S. 115C-36

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

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18 Adopted:
19

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