

Citizen Complaints and Suggestions**SUGGESTIONS**

The Board believes that a continuing two-way dialogue between the schools and the public is necessary. It shall be the policy of the Board to give consideration to suggestions posed to the Board by citizens of the district. Citizens wishing to make suggestions should submit them in writing to the appropriate school administrator or the Superintendent or Chairperson of the Board.

COMMITTEES

From time to time, the Board may appoint committees composed of citizens to advise the Board on specific matters. The Superintendent shall appoint District employees to serve on these committees as necessary. Such committees shall be ad hoc in nature and will serve at the pleasure of the Board.

Committees appointed by the Board shall comply with requirements of the Open Meetings Law.

PUBLIC HEARINGS

The Board will arrange for public hearings when the consideration of important issues requires a public forum. These shall be for the dual purpose of informing the public about the issue(s) and for receiving information from the public about the issue(s). The Board shall give prior notice for public hearings.

COMPLAINTS

The Board welcomes constructive criticism when such is motivated by a sincere desire to improve the effectiveness of the schools. Complaints regarding Board actions and policy matters should be directed to the Board. All other complaints should be directed to the administrative unit in which the problem arises. The proper channel for complaints is as follows:

1. Teacher,
2. Principal,
3. School Council, (where operational)
4. Superintendent, and
5. Board of Education.

Complainant should initially address the problem at the lowest level of involvement and may appeal to higher levels if satisfaction is not achieved.

APPEALS

Complaints appealed to the Board must be in writing and must contain a detailed description of the problem and the redress desired. The Board reserves the right to defer and redirect complaints that have not been explored to the appropriate administrative level.

REFERENCES:

[KRS 61.800](#); [KRS 61.805](#); [KRS 61.810](#); [KRS 61.815](#); [KRS 61.820](#); [KRS 61.823](#)
[KRS 61.826](#); [KRS 61.835](#); [KRS 61.840](#); [KRS 61.846](#); [KRS 61.848](#); [KRS 61.850](#)
[OAG 75-3](#)

RELATED POLICY:

01.421

Adopted/Amended: 9/9/1996

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