

**Haliwa-Saponi Tribal School Board Policy on
RESPONDING TO COMPLAINTS**

Approved by Haliwa-Saponi Tribal School Board of Education on April 2, 2015

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Haliwa-Saponi Tribal School Board of Education Chair

A. OPPORTUNITIES TO ADDRESS CONCERNS AND COMPLAINTS

The board is committed to providing an effective means for parents and the community to voice concerns and complaints. The board also strives to resolve concerns and complaints whenever possible. To this end, the board has established the following processes:

1. informal resolutions of specific concerns (see section B, General Process, below);
2. public hearings and public comments at board meetings on subjects of concern to parents and the community;
3. a procedure for parental concerns regarding the curriculum (see policy on Parental Inspection of and Objection to Instructional Materials);

Numerous other policies providing opportunities for parental input.

B. GENERAL PROCESS

All administrators shall be responsible for knowing the proper places to route various complaints that may be brought concerning the school, the school program, or school operation.

Complaints that are not specifically designated to be addressed in other policies should be addressed in the following manner.

1. The complaint should be received and addressed at the level closest to which the complaint originated. For example, a complaint regarding a classroom issue should be heard first by the teacher. A complaint regarding the school in general should be addressed first by the principal.
2. Any board member or employee receiving a complaint should verify that the complaint has been appropriately referred to him or her and if not, assist the complainant by identifying the appropriate personnel to receive the complaint.
3. Once appropriately referred, if the complainant is not satisfied with the response to the complaint, the complainant should be informed of the options for further review of the complaint.
4. A complaint or series of complaints that raise significant issues about the educational program or the operation of the schools is an opportunity to further examine the success of the school system in meeting its goals and objectives. When feasible, a group representing various perspectives and interests, such as teachers, administrators, students and parents, should discuss the issue and make recommendations to appropriate personnel or to the board.