

## **2.1220 ROLE OF BOARD MEMBERS IN HANDLING COMPLAINTS**

Legal References: G.S. 115C-36

Cross References: 2.6100 BOARD ATTORNEY  
1.7420/5.0600 RESPONDING TO COMPLAINTS

An individual Board member who receives a complaint or inquiry from a parent or interested citizen concerning a school matter shall refer the complainant to the appropriate school administrator.

Individual Board members shall refrain from taking individual action with regard to complaints other than referring them to the proper administrative employee and/or, if appropriate, advising the complainant of the procedures in place for making bringing official complaints to the school or to the Board.

The Board attorney may also be notified of complaints in accordance with Board policy 2.6100.