

Board Policy

Descriptor Code: KN

Grievances and Complaints

It is the policy of the Griffin-Spalding County Board of Education that grievances and complaints relating to school matters are to be recognized and addressed in an orderly manner. Grievances and complaints shall be addressed from parents, students, staff, private schools and other concerned organizations or individuals in the general public.

Grievances and complaints shall be handled and resolved, whenever possible, as close to their origin as possible. For the purposes of this policy, a grievance is defined as any claim by a member of the public that the action or operation of the school district or the Board of Education is in violation of the law or Board policy. Any claim that does not meet the definition of grievance will be considered a complaint and it will be handled through routine administrative procedures.

Additional Griffin-Spalding County Board policies that address grievances are:

- Board Policy BCAE addresses grievances relating to matters of local controversy in reference to the construction or administration of the school law.
- Board Policy GAAA/JAA addresses grievances involving requirements of Title VI, Title IX, Non-discrimination, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act.
- Board Policy GAE addresses grievances relating to matters affecting employment relationships of certified personnel.
- Board Policy JCDA addresses grievances about disciplinary actions.

It is the policy of the Griffin-Spalding County School System to address and resolve complaints relating to school matters in an orderly and timely manner. The following procedures will be implemented to document, process, and resolve submitted complaints.

**Griffin-Spalding County School System
Complaints and Grievances Procedure**

Documentation of Complaint

- GSCS Complaint Form is used to address complaints from parents, students, staff, private school and the general public.
- Complaint Forms are located at the Student Services Office.
- Forms may be completed in the office or taken home for completion.

Processing of Complaint

- A tracking number is assigned to completed form and copy then made for CO records.
- Complaint information is entered into Log Sheet for follow-up tracking.
- Complainant along with form is then directed to a Student Service Director.
- Student Services Director at that time attempts to resolve issue with complainant.
- Concerns and suggestions are noted on form by Student Services Director.

Forwarding of Complaint

- Student Services Director may choose to forward form to Principal or other Administrator for resolution.
- Student Services Director notes on original form any questions to be addressed by recipient.
- When a complaint form is forwarded a Follow-Up Form is then attached along with a suspend date.

Resolution of Complaint

- If Student Services Director is able to resolve issue, then closed is written on form, resolution date recorded on Log Sheet, and form filed at CO.
- Recipient of forwarded form must resolve issue by suspend date and then return Complaint Form and Follow-Up Form to Student Service Director listing all actions taken to resolve issue . Resolution date is then recorded on Log Sheet and form filed at CO.