

PUBLIC CONCERNS AND COMPLAINTS

It shall be the policy of the Terrebonne Parish School Board that written allegations concerning local school policy, or concerns about school matters be submitted to the principal of the school. If the matter cannot be settled at this level the matter should then be presented to the Superintendent, in writing, with all allegations documented and signed.

It shall further be the responsibility of the principal of the school and Superintendent to document any and all meetings of this nature.

These documents shall be made available to the School Board Members in the event these matters reach the School Board.

PUBLIC COMPLAINTS

Constructive criticism of the schools is welcomed by the Terrebonne Parish School Board whenever it is motivated by a sincere desire to improve the quality of the educational program or to equip the schools to do their tasks more effectively. The Board has, however, confidence in its professional staff and desires to support their actions in order that they be free from unnecessary, spiteful, or negative criticism and complaint. Therefore, whenever a complaint is made directly to the Board as a whole or to a Board Member as an individual, **it will be referred to the principal or designee of the school** for study and possible solution.

The Board will consider hearing citizen complaints when they cannot be resolved by the administration (teacher, principal and Superintendent). Matters referred to the Board shall be submitted through the Superintendent, must be in writing, and should be specific in terms of the action desired. The Board shall not consider or act on complaints that have not been explored at the appropriate administrative level.

New policy: November 2008

Ref: La. Rev. Stat. Ann. §§17:81, 17:172; Board minutes, 11-18-08.