

Williamson County Board of Education



Adopted Date:
4/16/01
Rev. 12/17/12

5.501

COMPLAINTS AND GRIEVANCES
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1 The Board recognizes that members of the public may have legitimate complaints, or justifiable
2 grievances for which they seek redress.
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4 The Board further recognizes that local citizens have the right and responsibility to identify and
5 bring to the attention of the Board instructional or related matters or practices in the school district
6 considered inappropriate or objectionable. Therefore, school personnel shall actively seek and
7 welcome people's opinions concerning suggestions, opinions and criticisms of school operation.
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10 It shall be the intent and practice of the Board and the administration to be fair and just to all parties
11 to a dispute, irrespective of the influence, location or length of residence, race or any other factors.
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13 The Board places trust in its employees and desires to support their actions in such a manner that
14 employees are freed from unnecessary, spiteful, or negative criticism and complaints. However,
15 because of the importance of education to society, because of parental concerns for their children,
16 and because of the costs to the taxpayer, the Board cannot and shall not, nor does it expect the
17 public to, automatically accept any educator's professional judgment without questioning or without
18 periodic complaint.
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21 In the best interests of all concerned the Board desires that complaints concerning school
22 personnel be handled in an orderly manner. Whenever a complaint is made directly to the Board
23 as a whole or a Board member as an individual, the complainant shall be instructed to follow these
24 procedures:
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- 27 1. Consult with the teacher;
 - 28 2. Consult with the Principal;
 - 29 3. Consult with the Superintendent or other administrative personnel;
 - 30 4. Appeal to the Board.
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32 ALL COMPLAINTS SHALL BE WRITTEN, THE COMPLAINT EXPLAINED SPECIFICALLY, AND
33 SIGNED BY THE COMPLAINANT. HARASSMENT COMPLAINTS SHALL BE HANDLED
34 ACCORDING TO BOARD POLICY ON HARASSMENT.
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36 Complainants who bypass the appeals procedure and who initially seek action from the Board or
37 Superintendent shall be informed of the policy and instructed first to seek a solution to their
38 problem with the involved teacher or Principal. If the Board member feels that the complaint is
39 sufficiently substantial or persistent, the matter should be referred directly to the Superintendent for
40 study and appropriate action.
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43 The Board believes that differences of opinion arising in the course of employment should be
44 resolved as quickly as possible and at the lowest supervisory level.
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1 In instances of questions by an individual staff member concerning the application of policies and
2 procedures to that staff member, administrative practices within a particular school, and
3 relationships with other employees, the staff member concerned must consult the administrative or
4 supervisory personnel to whom they are responsible. If a satisfactory resolution of the problem
5 cannot be reached after ample opportunity for consideration of the matter, the staff member
6 concerned may discuss the matter with the next level of supervision up to and including the
7 Superintendent.
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10 It is expected that most personal grievances will be resolved satisfactorily through these
11 procedures. However, in the event a grievance persists after a concluding conference with a
12 written determination from the Superintendent, the employee may request an appeal before the
13 Board. The Board will only hear complaints or concerns over which it has authority.
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Cross Reference:
1.404 Appeals to the Board

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