# COMMUNICATION STEPS TO RESOLVE CONFLICTS AND COMPLAINTS

Chattahoochee County Board of Education members have confidence in the professional staff and desire to support their actions so that they are free from unnecessary, spiteful, or negative criticism and complaints. This policy does not supersede any employee's or citizen's right to contact Board members directly. However, 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 administration for study and possible solution.

**The Board advises the public that the proper channeling of and most effective way to resolve complaints involving instruction, discipline, transportation, or learning materials is as follows:**

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| **DISCIPLINE CONCERN** Submit your concern in writing if possible. | CONTACT **TEACHER** | CONTACT **ASSISTANT PRINCIPAL** | CONTACT **PRINCIPAL** | CONTACT **ASSISTANT SUPERINTENDENT** | CONTACT **SUPERINTENDENT** | WRITTEN REQUEST TO **SCHOOL BOARD** |
| **CURRICULUM CONCERN** Submit your concern in writing if possible. | CONTACT **TEACHER** | CONTACT **INSTRUCTIONAL COACH** | CONTACT **ASSISTANT PRINCIPAL** | CONTACT **ASSISTANT SUPERINTENDENT** | CONTACT **SUPERINTENDENT** | WRITTEN REQUEST TO **SCHOOL BOARD** |
| **TRANSPORTATION CONCERN** Submit your concern in writing if possible. | CONTACT **ASSISTANT PRINCIPAL** | CONTACT **PRINCIPAL** | CONTACT **TRANSPORTATION DIRECTOR** | CONTACT **OPERATIONS DIRECTOR** | CONTACT **SUPERINTENDENT** | WRITTEN REQUEST TO **SCHOOL BOARD** |
| **ATHLETICS CONCERN** Submit your concern in writing if possible. | CONTACT **COACH** | CONTACT **ATHLETIC DIRECTOR** | CONTACT **PRINCIPAL** | CONTACT **SUPERINTENDENT** | WRITTEN REQUEST TO **SCHOOL BOARD** | |

***Any issues outside this chart addressed by PRINCIPAL.**

**THE BOARD WILL CONSIDER HEARING CITIZENS COMPLAINTS WHEN THE ADMINISTRATION CANNOT RESOLVE THEM.**

Persons desiring to communicate with the Board shall submit a written request to the Superintendent stating their name, home address, the topic about which they wish to speak and the group they represent, if applicable, no later than 24 hours before the scheduled Board meeting.

After reading such complaints, if more information that might challenge or question an individual's good name or character is needed, the Board shall consider this in the Executive Session if it is related to items allowable under the Open Records Act.

**THE BOARD WILL NOT CONSIDER OR ACT ON COMPLAINTS NOT EXPLORED AT THE APPROPRIATE ADMINISTRATIVE LEVEL OR IF THE PROPER CHAIN OF COMMAND HAS NOT BEEN ATTEMPTED.**

*Pulse Surveys, Townhalls, School Governance Teams and Advisory Councils are used to seek input for improvement. Scheduled meetings with the appropriate individual, including the Superintendent, are encouraged for open dialogue to foster improvement.