

VIGO COUNTY SCHOOL CORPORATION  
TERRE HAUTE, INDIANA

File: KL

**PUBLIC COMPLAINTS**

Constructive criticism of the schools is welcomed by the Board of School Trustees 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 school administration for study and possible solution.

The Board expects that the administration will develop a procedure for receiving complaints courteously and that it will take steps to make a proper reply to the complainant. If resolution of the problem seems unlikely at the building level either party is encouraged to refer the matter to the appropriate central office administrator for review.

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

Adoption Date: November 22, 1976

Legal Ref:

Cross Ref: