

## PUBLIC COMPLAINTS

~~A person making a complaint~~ Complaints involving a particular school shall be encouraged as a first step to talk with the staff member responsible for the program within the school. If a satisfactory adjustment is not achieved by such a procedure, or the person making the complaint is not comfortable talking with the staff member, he/she should communicate with the administrator having overall responsibility. If the complaint cannot be resolved in a reasonable amount of time ~~at with~~ the ~~level of the~~ principal, it shall be referred to the Superintendent or ~~his/her~~ designee. If the ~~central office staff~~ Superintendent or designee and ~~complainant the person making the complaint~~ cannot reach a satisfactory solution, ~~and the matter seems to warrant further effort,~~ the ~~complainant person making the complaint should may,~~ direct the \_\_\_ concern to the School Board in writing or. ~~At at~~ the School Board's discretion, ~~the matter may~~ be heard at a regular ~~B~~board ~~M~~meeting.

Any parent, custodian, or legal guardian of a student attending Alexandria City Public Schools who is aggrieved by an action of the School Board may, within thirty days after such action, petition the local circuit court to review the action of the School Board. The court will sustain the action of the School Board unless the School Board exceeded its authority, acted arbitrarily or capriciously, or abused its discretion.

Adopted: \_\_\_ November 21, 1996

Amended:

Legal Refs.: \_\_\_ Code of Virginia, 1950, as amended, §§ 22.1- 87, 22.1-253.13:7

Cross Ref.: GB Equal Employment Opportunity/Non-Discrimination  
GBA/JFHA Prohibition Against Harassment and Retaliation  
GBLA \_\_\_ Third Party Complaints Against Employees  
JB Equal Educational Opportunities/Nondiscrimination