

PUBLIC COMPLAINTS

The Jackson Public School District takes all concerns and complaints seriously. The District values the concerns of our parents, staff, students and community. Complaints are respected and honored; there are no negative consequences for filing a complaint. No reprisals or retaliation shall be invoked against any student, parent or employee for processing, in good faith, a complaint, either on an informal or formal basis. Every attempt is made to resolve complaints.

The Board of Trustees recognizes that situations may arise in the operation of the system which are of concern to parents or the public. Such concerns are best dealt with through communication with appropriate staff members and officers of the system, such as the faculty, the principals, the central office, and the board.

Complaints and grievances should be handled and resolved as close to their origin as possible. Therefore, the proper channeling of complaints involving instruction, discipline, or learning materials will be as follows: teachers, principal, designated administrative officers, superintendent, and board.

Matters concerning individual students should first be addressed to the teacher or staff member. Unsettled matters or problems and questions concerning individual schools should be directed to the principal of the school. Unsettled matters or problems and questions concerning the system should be directed to the appropriate central office administrator or superintendent/designee.

If the matter cannot be settled satisfactorily by the superintendent, it may be brought to the attention of the Board of Trustees. Questions and comments submitted to the chairman of the board in writing shall be brought to the attention of the entire board. The board will determine what action, if any, is required as a result of the issue.

Matters referred to the Board must be in writing and should be specific in terms of action desired. The Board will not consider or act on complaints that have not been explored at the appropriate administrative level following the designated procedure.

SOURCE:	Jackson Public School District, Jackson, Mississippi
DATE:	December 18, 1978
AMENDED:	July 16, 1990
	August 4, 2016