

# SCHOOL-COMMUNITY RELATIONS

File: KL-R

## PUBLIC COMPLAINTS

1. A complaint involving a particular school shall be handled within the school through the established channel of responsibility.
2. If the complaint is regarding a staff member, the procedures developed for Policy GBLA (Third Party Complaints Against Employees) shall be followed.
3. If the complaint cannot be resolved at the level of the principal, it shall be referred to the Superintendent or his/her designee.
4. If the central office staff and complainant cannot reach a satisfactory solution, the matter may, at the School Board's discretion, be heard at a Board meeting.
5. If any parent, custodian, or legal guardian of a pupil attending the Charlottesville City Public Schools believes he/she has been aggrieved by an action of the School Board, he/she may, within thirty days after such action, petition the local circuit court to review the action of the School Board.
6. The action of the School Board shall be sustained by the Court unless the Board is determined to have exceeded its authority, acted arbitrarily or capriciously, or abused its discretion.

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Legal References: Code of Virginia, 1950, as amended, sections 22.1-87,  
22.1-253.13:7.

Cross Reference: GBLA Third Party Complaints Against Employees  
GB Equal Employment Opportunity/Nondiscrimination  
GBA/JFHA Sexual Harassment/Harassment Based on Race,  
National Origin, Disability and Religion  
JB Equal Educational Opportunity/Nondiscrimination