

Category:	Procedure:	
<b>School Board Operations</b>	<b>Complaints and Appeals to the Board</b>	
Descriptor Code:	Issued Date:	Revised Date:
<b>AP-B-171</b>	<b>March 2018</b>	

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**ADDRESSING COMPLAINTS**

All complaints should be channeled through the appropriate supervisory chain of responsibility before being brought to the Board. Employees of Knox County Schools should refer to Board Policy G-130 for information regarding complaints and/or grievances. Other individuals or groups should follow the processes as outlined in Board Policy B-171 and as summarized below:

Complaints regarding an instructional program must first be addressed to:

- (1) the appropriate teacher(s);
- (2) the principal or the assistant principal;
- (3) the appropriate supervisor or director;
- (4) the Ombudsman; and
- (5) the Director of Schools.

Complaints regarding transportation, food service, pupil personnel, and operational procedures must be first addressed to:

- (1) the principal or the assistant principal;
- (2) the appropriate supervisor or director;
- (3) the Ombudsman; and
- (4) the Director of Schools.

For complaints regarding an instructional program, contact information for individual school principals may be found on the Knox County Schools website at <https://www.knoxschools.org> and clicking on the “Select a School” option.

Supervisors of elementary schools may be contacted by calling the Elementary Education Department at 865-594-1755. If a supervisor is unavailable or if a matter is referred to next level, the Elementary Education Executive Director may be contacted by phone at 865-594-1787.

For grades 6-12, the Secondary Education Supervisor or Secondary Education Executive Director may be contacted at 865-594-1710.

For complaints regarding transportation, food service, pupil personnel, and operational procedures, the appropriate contact information is as follows:

- The Transportation Customer Service Manager or Director of Enrollment and Transportation may be contacted at 865-594-1550.

- 1 • School Nutrition Field Coordinators or the Executive Director of School Nutrition may be  
2 contacted at 865-594-3640.
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- 4 • Student Support Services may be contacted at 865-594-1540.
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- 6 • Human Resources may be contacted at 865-594-1929.
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- 8 • The Operations Department may be contacted at 865-594-1558.
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10 The District Ombudsman may be contacted at 865-594-1192 or by e-mail at [ombudsman@knoxschools.org](mailto:ombudsman@knoxschools.org).  
11 The Director of Schools office may be contacted at 865-594-1620 or by e-mail at  
12 [superintendent@knoxschools.org](mailto:superintendent@knoxschools.org).

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14 **GENERAL INFORMATION AND/OR QUESTIONS**

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16 For questions or requests for more detailed information, please contact the Knox County Schools main  
17 operator at 865-594-1800.  
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