Public Concerns and Communications with the School Division

It is the intent of the Prince William County School Board to promote communications between the School Division and the public, and to ensure that all public or private concerns involving the operations of the School Division be addressed as promptly as possible by those employees having immediate or supervisory authority over the subject matter of the concern. Therefore, all concerns and communications relating to the School Division should be addressed under the procedures set forth in the School Board policies and regulations set forth below.

I. Concerns or complaints relating to individual students should be directed first to the student’s teacher. If unresolved, such concerns or complaints should next be addressed by the Assistant Principal, and then if still unresolved, by the Principal. If necessary, such concerns or complaints may then be brought to the attention of the appropriate Associate Superintendent. Parents/guardians will be informed of this recommended procedure annually (e.g., PWCS website, Stay in Touch wallet card).

The specific procedures for the appeal and resolution of a variety of student matters are set forth in School Board Policy 731 and Regulation 731-1, “Appeal of Student Matters.” Separate procedures exist for the reporting of student complaints of discrimination or harassment in Regulation 738-1, “Complaint Procedures for Student Claims of Discrimination or Harassment.” Procedures for the resolution of concerns regarding access to or the contents of a student’s educational record are set forth in Regulations 790-1, “Contents of Student Educational Records”; 790-2, “Disclosure/Access to Student Educational Records”; and 790-3, “Release of Directory Information.” Regulation 733.01-1, “Bullying of Students,” contains procedures for the filing and resolution of complaints involving student bullying.

II. Concerns or complaints relating to specific employees should be addressed under Regulation 561.05-1, “Complaints Against Employees Other Than Discrimination or Grievances.” Complaints against employees involving allegations of discrimination or harassment fall under the procedures set forth in Regulation 507-1, “Complaint Procedures for Claims of Discrimination in Employment.” Complaints involving specific employees should not be directed to the School Board or to individual School Board members, who may be required by law to participate in personnel proceedings involving such employees.
III. Public requests for information or documents, including requests brought under Virginia’s Freedom of Information Act, shall follow the procedures set forth in Regulation 912-1, “Public Access to Information and Documents.”

IV. Issues of general public concern which do not fall under any of the preceding policies and regulations may be brought to the attention of the Prince William County School Board through the procedures and modes of communication set forth in Regulation 133-1, “Procedures for Citizen Communications with the School Board.”

The Associate Superintendent for Communications and Technology Services, (or designee) is responsible for implementing and monitoring this regulation.

The Associate Superintendent for Communications and Technology Services (or designee) is responsible for reviewing this regulation in 2018.