



# Administrative Procedure

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>	<b>October 2024</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:

Families, community members, students, and Knox County Schools staff may contact the KCS Office of the Ombudsman at any time to seek assistance in navigating or facilitating a complaint or concern.

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 appropriate Assistant Superintendent; 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 appropriate Assistant Superintendent; 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.

The Directors and Supervisors of each Region may be contacted by calling:

- Region 1 - 865-594-1710
- Region 2 - 865-594-1710
- Region 3 - 865-594-1755
- Region 4 - 865-594-1755
- Region 5 - 865-594-1535

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

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- The Transportation Customer Service Manager or Director of Enrollment and Transportation may be contacted at 865-594-1550.
- School Nutrition Field Coordinators or the Executive Director of School Nutrition may be contacted at 865-594-3640.
- Student Support Services may be contacted at 865-594-1535.
- Human Resources may be contacted at 865-594-1929.
- The Operations Department may be contacted at 865-594-1558.

The District Ombudsman may be contacted at 865-594-1192 or by e-mail at [ombudsman@knoxschools.org](mailto:ombudsman@knoxschools.org).  
The Director of Schools office may be contacted at 865-594-1620 or by e-mail at [superintendent@knoxschools.org](mailto:superintendent@knoxschools.org).

**GENERAL INFORMATION AND/OR QUESTIONS**

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