

GOVERNMENT OF THE VIRGIN ISLANDS VIRGIN ISLANDS BOARD OF EDUCATION



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GUIDANCE FOR FILING A COMPLAINT

Complaints filed at the VI Board of Education (“Board”) must be preceded by several steps beginning with the school administration, then the superintendent of the Department of Education, followed by the Commissioner of Education, and finally the Board Education’s office.

If parents have issues on the school level, their course of action may be as follows:

1. If the issue is student- teacher related, request an appointment to meet with the teacher about the issue.
2. If further action is required, request a meeting with the school principal to address the issue. It is advised that the request be done in writing and allow 3-5 business days for a response from the principal.
3. If the principal fails to address the issue or if the parent does not feel that the issue was resolved in a fair manner, the parent/guardian may then submit a letter to the Superintendent of the Department of Education. This letter should include a summary of the incident, and state the action being requested of the Superintendent. A copy of the initial letter submitted to the principal should be attached to the letter being submitted to the Superintendent, allowing 3-5 business days for a response.
4. Should the issue remain unresolved, or should the parent/guardian feel that the solution was not impartial; the parent may then submit a letter to the Commissioner of Education. This letter should include a summary of the incident, a copy of the letter provided to the principal, and a copy of the letter provided to the superintendent. The letter should also clearly state the request being made of the Commissioner, allowing 3-5 business days for a response.
5. Provided that a solution is not achieved or if the issue remains unresolved, the parent may then request a hearing by the Board of Education to resolve the issue. This request should be typed and notarized. The parent/guardian should also gather any supporting documents and witnesses to assist in his/her case. The case must be filed within 30 business days after the Commissioner’s findings are received in writing, for the Board to take action.

MISSION STATEMENT

The mission of the Virgin Islands Board of Education is to provide leadership and oversight, set policy and advocate for continuous improvement of the Public Education System of the Virgin Islands of the United States.

VISION STATEMENT

Each child is provided with the best quality education which guarantees academic excellence, promotes our history and culture, and builds strong local and global communities.