

SUBJECT: PUBLIC COMPLAINTS

Complaints by citizens and staff regarding any facet of the BOCES operation often can be handled more satisfactorily by the administrative officer in charge of the unit closest to the source of the complaint. In most instances, therefore, complaints will be made to the appropriate program supervisor or building principal and/or his/her assistant if the matter cannot be resolved by the teacher, coach, or other BOCES employee.

If the complaint and related concerns are not resolved at this level to the satisfaction of the complainant, the complaint may be carried to the District Superintendent and/or designee. The District Superintendent may require the statement of the complainant in writing.

If the complaint and related concerns are not resolved at the District Superintendent level to the satisfaction of the complainant, the complaint may be carried to the Board. Unresolved complaints at the District Superintendent level must be reported to the Board by the District Superintendent. The Board reserves the right to require prior written reports from appropriate parties.

The communication, as outlined by the Table of Organization, shall be followed. (Refer to Policies #3211 - 3211.15 -- Organizational Charts.)

Adopted: 7/10/02