

### Public Complaints

It is the policy of the Board of Education to encourage parents and other citizens to express their concerns, to ask questions, and to take an active interest in the school's educational program and school environment by attending Board meetings, visiting the schools and meeting with members of the staff. The Board also recognizes the right of individuals and groups to present complaints concerning school personnel, the curriculum, school services or facilities. In the interest of responding to all complaints fairly and expeditiously, the following guidelines are established:

- 1) Whenever a complaint is initially directed to the Board, as a whole, the individual or group involved will be advised to confer with the appropriate school staff member first.
- 2) The individual or group will be advised of the routine channel of complaints, which is:
  - a. teacher or supervisor
  - b. building administrator
  - c. Superintendent of Schools
  - d. Board of Education
- 3) Should a complaint be received by the Board of Education after the individual or group followed the channel of complaints outlined above, the Board will review a report on the matter from administration and provide a response. The complainant, at the discretion of the Board of Education, may be invited to an executive session of the Board for further information or discussion.
- 4) Should an individual Board member receive a complaint, the person or group should be advised of the channels outlined in this policy. The Superintendent should be informed of the complaint received by the Board members. Individual Board members do not have the authority to directly attempt to solve the problem. In cases where the Board member is unsure of the background on a specific matter, the Superintendent will provide information to enable a response to the complaint by either an authorized Board member or other spokesperson for the district.
- 5) Complainants must provide their identity.



# Chenango Valley Central School District Contact Guide



<b>Questions About</b>	<b>1st Contact</b>	<b>2nd Contact</b>	<b>3rd Contact</b>	<b>4th Contact</b>	<b>5th Contact</b>
<b>Academics</b>	Teacher	School Counselor	Building Principal	Assistant Superintendent	Superintendent
<b>Athletics</b>	Coach	Athletic Coordinator	Director of Pupil Services (Athletic Director)	Assistant Superintendent	Superintendent
<b>Behavior</b>	Teacher	Building Principal	Assistant Superintendent	Superintendent	
<b>BOE Policies</b>	Assistant Superintendent	Superintendent	Board of Education		
<b>Budget</b>	Business Executive	Superintendent			
<b>Building Use</b>	Director of Pupil Services	Assistant Superintendent	Superintendent		
<b>Cafeteria</b>	Food Services Manager	Business Executive	Assistant Superintendent	Superintendent	
<b>Classroom Procedures</b>	Teacher	Building Principal	Assistant Superintendent	Superintendent	
<b>Co-Curricular</b>	Teacher	Building Principal	Assistant Superintendent	Superintendent	
<b>Facilities</b>	Director of Facilities	Business Executive	Superintendent		
<b>Health Office</b>	School Nurse	Building Principal	Director of Pupil Services	Assistant Superintendent	Superintendent
<b>Scheduling/ Grad Requirements</b>	School Counselor	Building Principal	Director of Pupil Services	Assistant Superintendent	Superintendent
<b>Special Education</b>	Director of Special Education	Assistant Superintendent	Superintendent		
<b>Transportation</b>	Bus Driver	Transportation Supervisor	Business Executive	Assistant Superintendent	Superintendent