

Community Relations

SUBJECT: PUBLIC COMPLAINTS

Complaints by citizens regarding any facet of the school 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 building principal and/or his or her assistant if the matter cannot be resolved by the teacher, coach, or other school 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 Superintendent or their assistant. Unresolved complaints at the building level must be reported to the Superintendent by the building principal. The Superintendent may require the statement of the complainant in writing.

The Superintendent may, but is not required to, address anonymous complaints. All other complaints and related concerns that are not resolved at the Superintendent level to the satisfaction of the complainant may be carried to the Board. Unresolved complaints at the Superintendent level must be reported to the Board by the Superintendent. The Board reserves the right to require prior written reports from appropriate parties.

Complaints regarding a Board member(s) may be presented to the Clerk of the Board of Education and Board of Education President, and will be taken under advisement. The Board believes that, in general, dissatisfaction with a given Board member should be addressed through the election process, or external legal administrative or judicial processes.

NOTE: Refer also to Policies #3420 -- Non-Discrimination and Anti-Harassment in the District
#8330 -- Objection to Instructional Materials and Controversial
Issues

District Code of Conduct

Adopted: 11/26/2002
Amended: 08/25/2009
Amended: 11/15/2011
Amended: 8/9/2022

Complaint / Response Procedure

The Complaint/Response Procedure is one attempt by the District to ensure a positive school environment which demonstrates respectfulness and ensures safety for all of its children and adults. Individuals who feel that a circumstance exists which detracts from the District's or the building's integrity should follow these steps:

- 1) Fill out the "Complaint / Response" form available at the main office and complete all sections.
- 2) Make a copy of the District Complaint Form (or formal complaint letter in writing) and leave the original with the District Clerk, 78 Thornton Avenue, Auburn, NY 13021. (See the second paragraph on the first page).
- 3) Expect a response of receipt from the District Clerk within five (5) school days, and a response from the Superintendent outlining steps which will be taken regarding the particulars of the complaint within ten (10) school days.

For convenient reference the building administrators are:

Casey Park Elem. School
Jonathan Roberts
255-8764

Genesee Elementary School
Sarah Passarello
255-8644

Herman Ave. Elem. School
Kelly Garback
255-8684

Owasco Elementary School
Ronald Gorney
255-8724

Seward Elementary School
Melissa O'Donnell
255-8604



Auburn High School
Brian Morgan
255-8305

Auburn Junior High School
David Oliver
255-8484

Superintendent of Schools
Jeffrey Pirozzolo
255-8835

