

Community Relations

SUBJECT: PUBLIC COMPLAINTS**Complaints by Citizens**

Complaints by citizens regarding any facet of the District 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, complaints will be made to the building Principal and/or his/her assistant, if the verbal complaint cannot be resolved by the teacher, coach, or other school building or district level employee.

If the verbal complaint is not resolved at the unit level, the following steps will be taken:

- The complaint will be submitted in writing to the District Clerk. The District Clerk will maintain a complaint log and will contact the sender within five days of the receipt.
- Within 10 days of the receipt of the complaint by the District Clerk, the Superintendent of the District, or designee, will review the submitted complaint, and will contact the sender, outlining steps which will be taken regarding the particulars of the complaint.
- The Superintendent will oversee a resolution of the issues cited in the complaint. If the resolution attempts are not successful, the Superintendent will present to the Board of Education a summary of the complaint and attempts to resolve the complaint.
- The Board of Education will have the right to review all the information gathered by the District during the complaint process. The district leadership team, comprised of the Superintendent and the Board President and Vice President, will act accordingly to resolve the issues of the complaint in a reasonable period of time. The resolution will be recorded by the District Clerk and all involved parties will be copied in the resolution.

It shall be the responsibility of the Superintendent to prepare procedures, as may be needed within this policy, to channel the complaints so that they may be properly reviewed and acted upon.

Anonymous complaints will be investigated to the best of one's ability.

The complaint policy will be reviewed annually by the district leadership team.

Adopted: 11/26/2002

Amended: 08/25/2009

Amended: 11/15/2011

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
Kelly Garback
255-8764

Genesee Elementary School
Sarah Passarello
255-8644

Herman Ave. Elem. School
Ronald Gorney
255-8684

Owasco Elementary School
Laura Evans
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

Revised 10/18/2021

Auburn Enlarged City School District
COMPLAINT / RESPONSE PROCEDURE

Students, Parents, or Community members shall have the opportunity to present their concerns free from interference, coercion, restraint, discrimination, or reprisal. The "Complaint / Response Procedure" exists for the purpose of bringing forward topics or complaints which have been set aside for some reason.

Complaints by citizens regarding any facet of the school operation often can be handled more satisfactorily by the administrator in charge of the building and closest to the source of the complaint. If the complaint and related concerns are not resolved at this level to the satisfaction of the complainant, the complaint may then be carried to the District Clerk who will forward it to the Superintendent and/or one of his/her assistants. If the complaint and related concerns are not resolved at the Superintendent level to the satisfaction of the complainant, the complaint may be then carried to the Board of Education.

For a matter to be considered, all aspects of this report should be completed. The sender can expect acknowledgment of the issue within five (5) school days and a decision within ten (10) school days. If more time is needed, the school will provide a specific date to meet the concern.

Date of Request: _____ Name: _____
Request Given To: _____ Phone #: _____
District Clerk

Description of the circumstance, problem, or complaint:

Signature

Resolution of the Complaint and whether the complaint was resolved at the school, district, State (SED), or Federal U.S. Department of Education (USDE) level.

Signature

Date of Response: _____ Matter Resolved: _____ Yes
Copy to Supervisor: _____ _____ No

Copy to: *Parent / Student / Community Member*