2002 3230

**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

<u>Issues</u>

District Code of Conduct

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

**Community Relations** 

## 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).
- 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

Owasco Elementary School Ronald Gorney 255-8724

Auburn High School Brian Morgan 255-8305 Genesee Elementary School Sarah Passarello 255-8644

Seward Elementary School Melissa O'Donnell 255-8604

Auburn Junior High School David Oliver 255-8484 Herman Ave. Elem. School Kelly Garback 255-8684



Superintendent of Schools Jeffrey Pirozzolo 255-8835

**Community Relations** 

## 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:	District Clerk	Phone #:
Description of the circumst	ance, problem, or complaint	:
		Signature
(SED), or Federal U.S. Dep	partment of Education (USD)	t was resolved at the school, district, State E) level.
_		a:
		Signature
Date of Response:		Matter Resolved: Yes
Copy to Supervisor:		No

Copy to: Parent / Student / Community Member