

# 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  
Amanda Simmons  
255-8644

Herman Ave. Elem. School  
Ronald Gorney  
255-8684

Owasco Elementary School  
TBD  
255-8724

Seward Elementary School  
Amy Mahunik  
255-8604



Auburn High School  
Brian Morgan  
255-8305

Auburn Junior High School  
David Oliver  
255-8484

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: \_\_\_\_\_ 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*