

# 3230 - Public Complaints

2011 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/her assistant if the matter cannot be resolved by the teacher, coach, or other school employee.

The Board of Education of the Wayland-Cohocton Central School District recognizes the importance of channeling questions and problems relating to the school operation to the appropriate areas of responsibilities. Consequently, the policy is hereby established which recognizes the following lines of responsibility.

### **Educational Area**

- a) Teacher
- b) Department Chairman
- c) Building Principal
- d) Superintendent
- e) Board of Education

### **General Support**

- a) Employee
- b) Building Principal
- c) Superintendent
- d) Board of Education

### **Transportation**

- a) Driver-Mechanics
- b) Transportation Director
- c) Business Manager
- d) Superintendent
- e) Board of Education

### **Maintenance & Cafeteria**

- a) Employee
- b) Director
- c) Business Manager
- d) Superintendent
- e) Board of Education

All questions or problems addressed to the Board or administrator will be channeled to the appropriate area for examination. If the problems reach the Superintendent's level, the parties will present their concerns in a verbal and a written form. The form will be developed by the Superintendent. If there is an appeal to the Board of Education, the Board will review the written documentation to determine if a Board hearing is appropriate.

It should be clearly understood that the Board of Education can not be required to convene a special Board meeting based upon the wishes of the staff, students or parents. However, the Board will call a special meeting if it feels that the meeting would be in a best interest of the District.

NOTE: Refer also to Policies

#8330 -- Objection to Instructional Materials

#8331 -- Controversial Issues

Adopted: 4/11/11