

1400 PUBLIC COMPLAINTS

The Board of Education recognizes the right of community members to register individual or group concerns regarding instruction, district programs, materials, operations, and/or staff members. The main goal of the district is to resolve such concerns specifically with the parties involved, whenever possible.

Public complaints about the school district will be directed to the proper administrative personnel. Complaints regarding the district's implementation and administration of Title I funds are addressed in the section below. Complaints about specific classroom practices shall be directed to the teacher concerned. If the matter is not settled satisfactorily, the complainant shall then contact the Building Principal; if there is no resolution on this level, the Superintendent of Schools or his/her designee shall be contacted. The Superintendent and/or his/her designee shall refer the issue to the Board for final resolution, if necessary.

Channeling of Complaints

The Board believes that complaints and grievances are best handled and resolved as close to their origin as possible, and that the staff should be given every opportunity to consider issues and attempt to resolve problems prior to Board involvement. Therefore, the proper channeling of complaints will be as follows:

1. Teacher or staff member;
2. Building principal;
3. Assistant Superintendent or Deputy Superintendent
4. Superintendent of Schools; and then
5. Board of Education

The Board will not act on complaints that have not been explored at the appropriate level.

Individual Board members will refer persons making complaints to the Superintendent. Board members will refrain from expressing any judgment until such complaint is submitted to the entire Board.

All matters referred to the Superintendent and/or the Board shall be in writing. Concerns registered directly to the Board as a whole or to an individual Board member shall be referred as soon as is reasonably possible to the Superintendent, who may refer the concerns to the appropriate staff for investigation, report, and/or resolution.

Cross-ref:

1405, Complaints about Certain Federally-Funded Programs

1420, Complaints about Curricula or Instructional Materials

5030, Student Complaints

Adoption date: July 2, 1991

Revised date: September 4, 2013

Revised date: July 24, 2019

Reviewed date: September 1, 2021

Revised date: August 3, 2022

Reviewed date: July 5, 2023

Reviewed date: August 14, 2024

Reviewed date: July 9, 2025

The Enlarged City School District of Troy, New York