

**Board of Education Policy**

**PUBLIC COMPLAINTS ABOUT DISTRICT PERSONNEL**

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The procedures to be followed regarding complaints from the public about District personnel are to be addressed by using the following steps:

1. Step One: Matters concerning individual students should first be addressed to the teacher or staff member;
2. Step Two: Unsettled matters from Step One or problems and questions concerning individual schools should be directed to the Building Principal;
3. Step Three: Unsettled matters from Step Two should be directed to the Superintendent of Schools or his/her designee. The Superintendent shall refer complaints to other staff members when appropriate; and
4. Step Four: If the matter cannot be settled by the Superintendent or his/her designee, it should be conveyed to the Board of Education. Questions and comments submitted to the Board via the District Clerk will be brought to the attention of the entire Board.

Exceptions to these procedures may be made only when complaints concern Board action or Board operations. In addition, the Board will not act on any complaints that have not been explored at the appropriate level.

When an individual Board member receives a complaint, he/she should inform the Superintendent of Schools and the other members of the Board. Board members will refrain from expressing any judgment until such complaint is submitted to the entire Board. Board members should not go to the source of the alleged problem personally unless so directed by decision made by a quorum of the Board in legal session. The Board discourages complaints or criticisms about individual District personnel at their public meetings.

**Reference:** *Education Law 3012; 3020-a*  
*Civil Service Law 75*  
*Public Officers Law 100(1)(f)*  
*8 NYCRR Part 84*

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