

SUBJECT: PUBLIC CONCERNS AND 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.

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 and/or one of his/her assistants. 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.

If the complaint and related concerns are not resolved at the Superintendent level to the satisfaction of the complainant, the complaint may be carried to the Board of Education. Unresolved complaints at the Superintendent level must be reported to the Board of Education by the Superintendent. The Board of Education reserves the right to require prior written reports from appropriate parties.

Complaints about District personnel are an occasional issue brought to the attention of school board members. The Board of Education feels feedback from the community is an important part of maintaining relations. The public's interest in communicating their concerns, however, needs to be addressed through the proper chain of command. Complaints should first be reviewed by the particular employee's immediate supervisor. Involving the Board of Education becomes the last step.

The Board will not entertain any complaints about staff to be voiced in a public meeting. Spiteful, defamatory, or negative criticism will either be directed through the chain of command or to executive session, pending the immediacy and nature of the complaint.

Generally, concerns from the community are best addressed at the level directly related to the issue. If resolution cannot be reached at the levels described below, concerns should be brought to the attention of the Superintendent of Schools. Refer to the Organizational Chart accompanying this policy and the descriptions below:

For questions, concerns, or feedback regarding various departments, please contact the following positions within the district as your first point of contact. School telephone number: 866-810-0345 or 607-869-5391

Superintendent- Marty Rotz (ext 330) mrotz@romuluscsd.org

Building Principal - Chris Puylara (ext 342) cpuylara@romuluscsd.org (PreK-12th grades- Teachers of core subjects), Student Management outside of classroom, Code of Conduct, Extracurricular Participation, Peer Conflicts, Student Harassment, Course Approval, NYS Requirements for Testing, Graduation and Home School Liaison

POLICY

2022

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Community Relations

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Assistant Superintendent / Director of Instruction and Curriculum) – Jennifer Bartlett-Prati (ext. 172) jbartlett@romuluscsd.org (Teacher of Special Subjects- Music, Technology, Foreign Language, Art Reading, PE, Academic Intervention Services (AIS) and Librarian) – Teacher Concerns, Personalized Learning and Grants.

Athletic Director/Dean of Students – Mike Pane (ext 320) mpane@romuluscsd.org (Supervise Coaches and Student Discipline) District Athletic Policy, League Policy, Unresolved Coaching Concerns, Availability of Offerings, Scheduling of Events, Code of Conduct, Student Management, and DASA Coordinator (Bullying/Harassment).

Transportation Supervisor - Ed Ninestine (ext 409) eninestine@romuluscsd.org (Supervise Drivers and Monitors) and Head Bus Driver - James Werner (ext 328) jwerner@romuluscsd.org – Busing Routes, Bus Conduct, Pick-Up and Drop-Off

Special Education Director of Pupil Services – Kathy Stuck (ext.314) kstuck@romuluscsd.org – Special Education Teachers, Student IEP/504 plans and related services.

School Nurse- Babette Bennett (ext. 325) bbennett@romuluscsd.org - Student Health, Injuries, Immunizations, Disease Information, and Vision & Hearing Testing

Head Cook - Kelly Updyke (ext 326) kupdyke@romuluscsd.org – Breakfast and Lunch, Nutritional Information, Kitchen Operations, Dietary Requests, Free & Reduced Lunch

Senior Building Maintenance Mechanic – Ed Oldfield (Ext 328) eoldfield@romuluscsd.org Building and Grounds, Safety Concerns, Repairs, and Utilities

Information Technology – Jennifer Bartlett-Prati (ext 172) JBartlett@romuluscsd.org – Assistant Superintendent for Instruction, Email, Acceptable Use Policy, Technical Questions and Concerns

Coaches – Team Specific Concerns and Individual Athlete Needs

Guidance Counselor- Vicky McCusker (ext 338) vmccusker@romuluscsd.org – Available Coursework, Career Information, College, Technical Programs, Student Schedules and Homeless Liaison.

Classroom Teachers - Classroom Procedures, Grade Level Curriculum, Grades, Tests, and Student Management

Revised: 8/25/15

Updated: 06/10/21

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