



MOUNT VERNON CITY SCHOOL DISTRICT PUBLIC COMPLAINT FORM

(Please see the reverse side of the form for complete instructions.)

OFFICE: ENTER TIME/DATE STAMP ABOVE

CONFIDENTIALITY SHALL BE MAINTAINED TO THE FULLEST EXTENT ALLOWED BY LAW

Name of Parent/Guardian/Member of the Public Home Phone Cell Phone

Name of Your Child/Student (if applicable) School Grade (if applicable)

Address City/State Zip

Email

Please list/indicate what steps you have already taken to resolve this concern. If you have not attempted to resolve this issue at Level 1, please do so before using this form. (See back page for Level 1 information)

I talked with the teacher/employee. Yes No N/A Date: _____

I talked/met with principal/supervisor. Yes No N/A Date: _____

Comments/Concerns:

Desired Resolution:

Statement taken in the presence of: _____

Signature of person filing the complaint: _____ Date: _____ Time: _____

(Instructions for Use of the Public Complaint Form)

Because parents, educators, and members of the public share the goal of making school experiences rewarding for our children, it is in the best interest of all parties to resolve school-related concerns as quickly and effectively as possible. The best solutions are those which involve input from those closest to the concern; typically, the parent and/or guardian, teacher and/or principal. Individual Board members do not have the authority to resolve complaints. If approached directly with a complaint, however, Board members should listen to the complaint and show their concern by referring the complainant to the Superintendent or appropriate designee so that the problem may receive proper consideration.

With that in mind, the district has established a process for resolving concerns which provides opportunities for resolution at several levels:

Level 1 This consists of an informational discussion between the persons having concern and personnel at the school or location of the concern. The most important first step is to request a meeting with the teacher or staff member identified in the complaint. Most problems are resolved at this level. Individuals with concerns should bring them to the attention of the employee(s) and/or supervising staff. Timelines for resolution can be mutually established at that time. An initial response should be received by the complainant within five (5) business days. If the issue cannot be resolved at this level, then the next step is outlined at Level 2.

Level 2 Concerns must be put in writing on the Public Complaint Form and either mailed or delivered to the appropriate administrator noted below. A response should be received by the complainant within ten (10) business days. If the issue cannot be resolved at this level, then the next step is outlined at Level 3.

- School Principal and/or Building- Level Administrator

Level 3 Concerns must be put in writing on the Public Complaint Form and either mailed or delivered to the appropriate administrator noted below.

- Superintendent and/or Designee

The appropriate administrator will acknowledge the complaint of the concerned party within seven (7) days of receiving this form. After the administrator has conducted a thorough investigation, he/she will send a written report to all parties involved containing a recommendation for resolving the issue. It may take up to ten (10) school days from the date the form was received in the district office until a resolution is proposed.

If these measures do not produce mutually satisfying results, you may contact the next appropriate administrator to proceed to subsequent levels as outlined in the MVCSD POLICY #3230, Public Complaints. (See below)

If you have any questions regarding this process, please contact the Office of the Superintendent at (914) 665-5201.

MVCSD POLICY# 3230 (2006)

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.

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.