

Regulation

COMMUNITY RELATION

1007.1

COMPLAINTS

- I. A. Staff or Board of Education (the Board) members receiving a complaint will inform the individual of the Waterville Central School District (the District) Policy and Regulations regarding the complaint process and procedures and refer the individual to the Superintendent's Office.
- B. The person making the complaint may choose either a written or verbal process. The same staff will be involved in either process. A party who has chosen the verbal process may, at any time upon written notification to the Superintendent's Office, change to the written procedure.
- II. A. Individuals will inform the Superintendent of their intent to follow the written or verbal process. The Superintendent will log the time and date of the notification in a complaint log book. The Superintendent will provide written notification to the person filing the complaint if the individual chooses the written process. The Superintendent will then forward the complaint to the appropriate building or District supervisor. A copy of the policy, regulations and form will be sent to the person filing the complaint no later than three (3) working day after the complaint has been received by the Superintendent.
- B. After the Superintendent has forwarded the complaint to the appropriate supervisor the following will transpire:
 1. The supervisor will contact the appropriate employee (s).
 2. After this contact with the employee has been made, the employee(s) will verbally communicate with the person(s) lodging the complaint unless it is mutually agreed that the supervisor responds on behalf of the employee(s). The employee or supervisor will communicate with the person lodging the complaint by personal conference, telephone conversation or certified mail within five (5) working days.
 3. A written complaint will be addressed in a meeting with the appropriate supervisor and employee and person filing the concern. The District supervisor will distribute the written complaint to all parties. Issues discussed at the meeting will be shared with all parties; with a memo of information attached to a complaint form. Staff will be notified in a confidential memo if a change in behavior is necessary as a result of the situation addressed in the complaint.
 4. A verbal complaint will be addressed either by telephone or mutually agreed upon conference with mutually agreed upon participants. A

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resolution of the complaint will result in a memo of information being sent to the person lodging the verbal complaint with a copy to the other parties. Staff will be notified in a confidential memo if a change in behavior is necessary as a result of the situation addressed in the complaint.

- III. A complaint file will be kept in the central office in a secure, confidential place. This file will be used to determine if concerns are an aberration or indicate an ongoing issue. District supervisors will address ongoing issues with appropriate verbal and written documentation.
- IV. In the event the person filing the complaint is not satisfied with the outcome of the meeting held according to the above procedures, the person may request that the Superintendent of Schools review the complaint. If such a meeting is held, the Superintendent will request the presence of employee, District supervisor, and person lodging the complaints to review the issue.
- V. If the person lodging the complaint is still not satisfied with the resolution of the original complaint after meeting with the Superintendent of Schools, that person has the right to request a review of the complaint by the Board. This may result in an executive session review of the complaint in the presence of the employee, person lodging the complaint, District supervisor and Superintendent of Schools unless mutually agreed upon.
- VI. In the event the person lodging the complaint is still not satisfied with the handling of the complaint and resolution, they may take the issue to the Commissioner of Education, as per applicable rules and regulations.
- VII. This policy, regulations and form will be made available to the public on an annual basis.

Waterville Central School District

Approved by Superintendent: 12/13/13, 01/08/19, 06/08/21