

PUBLIC CONCERNS AND COMPLAINTS

Constructive criticism motivated by a sincere desire to improve the quality of the educational program or to equip Centennial BOCES to do their tasks more effectively is welcomed by Centennial BOCES.

Centennial BOCES believes that complaints and grievances are best handled and resolved as close to their origin as possible. Therefore, the proper channeling of complaints involving instruction, discipline or learning materials will be as follows:

1. Teacher
2. Principal or other appropriate Centennial BOCES administrator
3. Executive director
4. Board of directors

Any complaint about Centennial BOCES personnel shall be referred back through proper administrative channels before it is presented to the Board for consideration and action.

When a complaint is made directly to an individual Board member, the procedure outlined below shall be followed:

1. The Board member shall refer the person making the complaint to the executive director.
2. If the person will not personally present the complaint to the executive director, the Board member shall then ask that the complaint be written and signed. The Board member may then refer the complaint to the executive director for investigation.
3. If at any time the person making a complaint feels that a satisfactory reply has not been received from a Centennial BOCES administrator, that person should be advised to consult with the executive director and, if still not satisfied, to request that the complaint be heard by the Board.

Revised: January 18, 2018

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Centennial BOCES