

## **PUBLIC COMPLAINTS**

The Board of Cooperative Educational Services recognizes the right of community members to register individual or group concerns regarding instruction, district programs, materials, operations, and/or staff members. The main goal of the district is to resolve such concerns with only the parties involved, whenever possible. Public complaints about the BOCES educational program or specific classroom practices shall be directed to the teacher concerned. If the matter is not settled satisfactorily, the complainant shall then contact the Building Principal or Director; if there is no resolution on this level, the District Superintendent may be contacted. If the matter is not settled satisfactorily, the complainant shall contact the Board of Education for resolution.

All matters referred to the District Superintendent and the Board must be in writing. Concerns registered directly to the Board as a whole or to an individual Board Member shall be referred as soon as is reasonably possible to the District Superintendent for investigation, report and/or resolution.