

- ( ) Required
- (X) Local**
- (x) Notice

### COMPLAINTS FROM CLIENTS AND THE PUBLIC

The BOCES Board recognizes the right of community members to register individual or group concerns regarding instruction, programs, materials, operations, and/or staff members. The main goal of the BOCES is to resolve such concerns specifically with the parties involved, whenever possible.

Complaints from members of the public about the BOCES will be directed to the proper administrative personnel by the District Superintendent or his/her designee. Complaints about specific classroom practices shall be directed to the Division Director concerned. If the matter is not settled satisfactorily, the complainant shall then contact the District Superintendent; if there is no resolution on this level, the District Superintendent or his/her designee shall refer the issue to the Board for final resolution, if necessary.

All matters referred to the District Superintendent and/or the Board shall 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.

**Adopted:** December 15, 2008

**Ratified:** December 15, 2008