

Complaint / Response Procedure

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Community Relations

The Complaint/Response Procedure is one attempt by the District to ensure a positive school environment which demonstrates respectfulness and ensures safety for all of its children and adults. Individuals who feel that a circumstance exists which detracts from the District's or the building's integrity should follow these steps:

- 1) Fill out the "Complaint / Response" form available at the main office and complete all sections.
- 2) Make a copy of the District Complaint Form (or formal complaint letter in writing) and leave the original with the District Clerk, 78 Thornton Avenue, Auburn, NY 13021. (See the second paragraph on the first page).
- 3) Expect a response of receipt from the District Clerk within five (5) school days, and a response from the Superintendent outlining steps which will be taken regarding the particulars of the complaint within ten (10) school days.

For convenient reference the building administrators are:

Casey Park Elem. School
Kelly Garback
255-8764

Genesee Elementary School
Sarah Passarelo
255-8644

Herman Ave. Elem. School
Ronald Gorney
255-8684

Owasco Elementary School
Laura Evans
255-8724

Seward Elementary School
Melissa O'Donnell
255-8604



Auburn High School
Brian Morgan
255-8305

Auburn Junior High School
David Oliver
255-8484

Superintendent of Schools
Jeffrey Pirozzolo
255-8835

Community Relations

Auburn Enlarged City School District
COMPLAINT / RESPONSE PROCEDURE

Students, Parents, or Community members shall have the opportunity to present their concerns free from interference, coercion, restraint, discrimination, or reprisal. The "Complaint / Response Procedure" exists for the purpose of bringing forward topics or complaints which have been set aside for some reason.

Complaints by citizens regarding any facet of the school operation often can be handled more satisfactorily by the administrator in charge of the building and closest to the source of the complaint. If the complaint and related concerns are not resolved at this level to the satisfaction of the complainant, the complaint may then be carried to the District Clerk who will forward it to the Superintendent and/or one of his/her assistants. If the complaint and related concerns are not resolved at the Superintendent level to the satisfaction of the complainant, the complaint may be then carried to the Board of Education.

For a matter to be considered, all aspects of this report should be completed. The sender can expect acknowledgment of the issue within five (5) school days and a decision within ten (10) school days. If more time is needed, the school will provide a specific date to meet the concern.

Date of Request: _____ Name: _____

Request Given To: _____ Phone #: _____
District Clerk

Description of the circumstance, problem, or complaint:

Signature

Resolution of the Complaint and whether the complaint was resolved at the school, district, State (SED), or Federal U.S. Department of Education (USDE) level.

Signature

Date of Response: _____ Matter Resolved: _____ Yes

Copy to Supervisor: _____ _____ No

Copy to: *Parent / Student / Community Member*