

The Board of Education 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 specifically with the parties involved, whenever possible.

Public complaints about the school district will be directed to the proper personnel. The following procedures will be utilized to provide parents and other community members with an efficient and effective way of processing and resolving complaints and concerns at the earliest possible stage. The procedure listed below should be followed before an issue is brought before the Superintendent or the Board of Education.

Complaints and concerns should be channeled as follows in the order indicated:

- Teacher: In most cases, a parent should speak directly with the individual who works most closely with his/her child. This is most often the teacher.
- Guidance Office: At grades 7-12 questions regarding student schedules, overall academic performance, counseling or college applications should first be addressed to the guidance department.
- Athletic Director: At grades 7 – 12 questions regarding our interscholastic athletic programs should be first addressed to the athletic director.
- Special Education Office: a parent should speak to the CSE/CPSE chairperson directly for any issues or concerns relating to special education meetings or IEPs.
- Principal, Assistant Principal or Head Teacher at Dixon School: If an issue is not resolved after speaking with the teacher, guidance counselor, or athletic director the Principal, Assistant Principal or Head Teacher at Dixon School should be contacted.
- If an issue is not resolved at the building level or by the CSE/CPSE Chairperson, a Central Office administrator should be called,
  - Assistant Superintendent for Instruction: instructional issues, special education issues and concerns
  - Deputy Superintendent for Business and District Clerk: business-based concerns, transportation, facilities

If an issue or concern remains unresolved after following the above procedures, all matters referred to the Superintendent and/or 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 Superintendent for investigation, report, and/or resolution.

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BOE Adopted: 5/2/07