

## **PUBLIC CONCERNS AND COMPLAINTS**

In accordance with this regulation's accompanying policy, this regulation contains the procedures to follow when a member of the public files a formal complaint against Centennial BOCES.

Any member of the public may file a formal complaint within the same school year that the incident or concern that is the subject of the complaint occurred. Any complaint filed outside of this timeline shall not be considered.

If the public complaint does not involve personnel and the most direct staff member involved is the executive director, the person may request to start at Step 3 of the following process.

The public complaint process shall be as follows:

**Step 1** Generally, the first step is to discuss the complaint or concern with the Centennial BOCES employee responsible for the event or action that forms the basis for the complaint.

**Step 2** If the complaint is not resolved at Step 1, the person may initiate a formal complaint that shall be written, dated and signed. The person may then request review of the formal complaint by submitting it to the Centennial BOCES employee having direct administrative or supervisory responsibility over the work of the employee involved in the complaint. Such complaint shall be filed within 20 working days of discussing the complaint pursuant to Step 1. If the supervisor or administrator determines that the complaint cannot be resolved informally, the supervisor or administrator shall render a written decision within 10 working days of receipt of the complaint.

**Step 3** If the complaint is not resolved at Step 2, the person may request review of the formal complaint by submitting it to the executive director within 10 working days of receipt of the decision in Step 2. If the executive director or executive director's designee determines that the complaint needs further response, the executive director shall render a written decision within 10 working days of receipt of the complaint and any written decision from Step 2.

All decisions and findings by the executive director shall be final.

Adopted: November 19, 2020  
Centennial BOCES