

## **PUBLIC CONCERNS AND COMPLAINTS**

Constructive criticism motivated by a sincere desire to improve the quality of the educational program or to equip Centennial BOCES to do their tasks more effectively is welcomed by Centennial BOCES.

Public complaints made pursuant to this policy may involve personnel or Centennial BOCES operations. Such complaints shall be processed in accordance with this policy's accompanying regulation. Public complaints concerning unlawful discrimination or instructional resources shall be processed according to applicable Board policy, as listed in this policy's cross references.

This policy and accompanying regulation shall not apply to parent/guardian concerns or complaints filed on behalf of a student or concerning a student. If a parent/guardian files a complaint, Centennial BOCES shall follow applicable Board policy in responding to the complaint, as listed in this policy's cross references.

The Board relies on Centennial BOCES staff to resolve concerns raised by the public and believes that complaints are best handled and resolved as close to their origin as possible. Therefore, whenever a complaint is made directly to the Board or an individual Board member, it shall be referred to the executive director, who shall process the complaint in accordance with this policy's accompanying regulation.

CROSS REFS.: AC, Nondiscrimination/Equal Opportunity  
IKE, Ensuring All Students Meet Standards (Promotion, Retention and Acceleration of Students  
JII, Student Concerns, Complaints and Grievances  
JKD/JKE, Suspension/Expulsion of Students (And Other Disciplinary Interventions)  
JRA/JRC, Student Records/Release of Information on Students  
KEC, Public Concerns/Complaints about Instructional Resources

Revised: November 19, 2020

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Centennial BOCES