

Procedure for Handling Complaints

The Board of Education strives to be responsive to the public. However, the public needs to recognize the Board meets once a month and individual Board members are not empowered to act except when they meet as a Board. This policy is written to resolve problems on the lowest level possible. When problems are not resolved after contacting an individual, supervisor, principal or Superintendent, then, and only then, will the Board of Education become involved and render a final decision.

1. Any person having a complaint against an employee of the Dansville Schools should contact that employee and attempt to resolve the problem. Recognizing that some people will not confront a Dansville School employee, the complainant may see the employee's supervisor and submit their complaint in writing.
2. If this fails they should contact the immediate supervisor of the employee involved and he shall attempt to find a solution.
3. If the immediate supervisor is not successful, the complaint should be submitted to the Superintendent of Schools in writing, as well as verbal.
4. If the Superintendent is unable to find a satisfactory solution, the person with the complaint may request to be placed on the agenda and make a presentation to the Board of Education.
5. The Board of Education will not consider cases that have not followed appropriate procedures, except in extraordinary instances.

Reviewed May 18, 1992

May 20, 1996

revised 1/17/00

reviewed 9/17/01