Monroe 2-Orleans BOCES Policy
Series 2000 – Community Relations
Policy #2240 – PUBLIC COMPLAINTS

Complaints by citizens regarding any facet of the BOCES operation often can be handled more satisfactorily by the program administrator. In most instances, complaints will be made to the appropriate program administrator or building principal if the matter cannot be resolved by the teacher, or other BOCES employee.

If the complaint and related concerns are not resolved at this level to the satisfaction of the complainant, the complaint may be forwarded to the District Superintendent and/or one of their assistants. Unresolved complaints at the building level must be reported to the District Superintendent by the building principal/program administrator. The District Superintendent may require the statement of the complainant in writing.

If the complaint and related concerns are not resolved at the District Superintendent level to the satisfaction of the complainant, the complaint may be forwarded to the Board. Unresolved complaints at the District Superintendent level must be reported to the Board by the District Superintendent. The Board reserves the right to require prior written reports from appropriate parties. The Board will review the complaint and issue a recommendation to resolve the complaint.

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