**Hancock Central School 1400**

**PUBLIC COMPLIANTS**

 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 this district is to resolve such concerns with only the parties involved, whenever possible. Although no member of the community will be denied the right to bring their complaints to the Board of Education, they will be referred back through the proper administrative channels prescribed in this policy manual for solution before investigation or action by the Board. Exceptions will be made when the complaints concern Board actions or Board operations.

 Public complaints about the school district will be directed to the proper administrative personnel. Complaints about specific classroom practices shall be directed to the teacher concerned. If the matter is not settled to the satisfaction of the complainant, the complainant should then contact the building principal; if there is no resolution on this level, the Superintendent of Schools shall be contacted. The Superintendent shall refer the issue to the Board for final resolution.

 All matters referred to the Superintendent and/or the Board must 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.

Adopted: 03/23/1993