**Hancock Central School 2180**

**CITIZEN AND EMPLOYEE COMPLAINTS**

The Hancock Central School District board uses the following board policy to handle two common types of complaints; citizen complaints to board members and employee complaints to the board. With a policy in place, board members either choose to follow board policy or violate their own policies.

*Citizen request/complaint to individual Board member*

1. When a citizen complains to a board member, the board member should:
2. Remind the citizen of due process and that the board member must remain impartial in case the situation goes before the board.
3. Refer the citizen to the superintendent’s office.
4. The board member shall inform the superintendent of the complaint.
5. When appropriate, the superintendent or designee shall communicate with the citizen in a timely manner and follow up with the board member.
6. The board, individually or collectively, shall promptly refer all significant criticism, complaints, and suggestions (regardless of the source) called to its attention to the superintendent for study and appropriate action or recommendation. The superintendent shall promptly investigate such matters and shall inform the board of the results or status of such matters.

*When an employee complains to a board member, the board member should:*

1. Remind the employee of chain-of-command
2. Remind the employee of the due process procedure and remain impartial.
3. The board member is encouraged to discuss the incident with the superintendent in a timely fashion.

Adopted: 03/12/2012