

## **COMPLAINTS ABOUT FACILITIES OR SERVICES**

The Berlin Central School District Board of Education establishes that any party having cause and seeking to complain about any aspect of the facilities or services of the Berlin Central Schools shall reduce the complaint to writing and shall send that complaint to the principal in charge of the service or the facility complained of. If the complaint does not pertain directly to a specific facility or service, but instead is of a more general nature, then the written complaint shall be sent to the Superintendent of Schools.

Any such written complaint shall state (a) the complainant's name, address, and telephone number, (b) the specific nature of the problem encountered by the complainant, and (c) any suggestions for remedying the problem that the complainant might care to make.

The administrator receiving the complaint shall investigate the complaint, or cause the complaint to be investigated, and shall respond in writing, by telephone, or in person, as appropriate, to the complainant within ten (10) working days of receipt of the complaint by the District.

Any party having cause and seeking to complain about any aspect of the facilities or services of the Berlin Central Schools who has followed the procedures described above, and who believes that her/his complaint has not been dealt with adequately, may appeal the resolution proposed by the building principal to the Superintendent; and if dissatisfied with the Superintendent's resolution, may appeal to the Board of Education. The decision of the Board in any such complaint shall be final.