

# Johnson City Central School District

666 Reynolds Road  
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www.jcschools.com



*Educational Excellence for a Changing Tomorrow*

## **Johnson City Central School District Complaint Process for Parents**

Any parent of a Title I student having a concern or complaint about something involving their student in our schools are encouraged to call the appropriate building administrator to share and problem-solve the issue.

Should a parent not have the problem resolved or communication is not made within 5 school days, parents should contact the appropriate Central Office administrator to share and problem-solve. This can be via a phone call or through an appointment with the administrator. The issue should be resolved and communication with the parent should happen within 5 school days.

If a parent still is not satisfied with the resolution or lack thereof, they should contact the Superintendent of Schools and set up an appointment to resolve the situation. Again, a five-day timeline should be met for resolution.

A final step within the district, if a parent remains dissatisfied is to appeal to the Board of Education.

Should the parent find the decision of the Board of Education unacceptable they may petition the State Education Department ([www.nysed.gov](http://www.nysed.gov)) to hear their grievance and issue a decision.

The final appeal of any prior decision to receive resolution to their complaint must be made to the US Department of Education ([www.ed.gov](http://www.ed.gov)).