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) 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).