

## Contract for Excellence (C4E) Complaint Procedure

The following procedures shall be employed in handling complaints concerning any aspect of the Contract for Excellence plan:

1. Complaints about the Wappingers Central School District Contract for Excellence Plan shall be directed in writing to the Superintendent of Schools.
2. Complaints shall state the specific objections to the Plan (see attached form A).
3. The Superintendent shall review any complaint and conduct whatever study or investigation he/she deems appropriate.
4. At the discretion of the Superintendent of Schools, an informal meeting may be held between the complainant and the Superintendent or his/her designee.
5. The Superintendent shall notify the complainant in writing of his/her decision and reason(s) for that decision within 30 days of receipt of the complaint.
6. Appeals may be made by the complainant to the Board of Education up to 10 days after the written decision has been received by the complainant.
7. Notice of the appeal shall be sent in writing to the Board of Education by the complainant and shall include a copy of the complaint, the Superintendent's decision, and the reason for the appeal (see attached form B).
8. The Board of Education shall notify the complainant in writing of the decision and reason(s) for that decision within 30 days of receipt of the appeal.



