

# City School District of the City of Niagara Falls

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630 - 66<sup>th</sup> Street ♦ Niagara Falls, NY 14304  
(716) 286 – 4211 ♦ Fax (716) 286 – 4275

## **Subject: Parent/Guardian Complaints**

Complaints by parents regarding any facet of the school operation or delivery of educational services often can be handled more satisfactorily by the personnel closest to the complaint. In most instances, therefore, complaints should be made to the Building Principals and/or his/her assistant if the matter cannot be resolved by the teacher, coach, or other school employee.

If the complaint and related concerns cannot be resolved at this level to the satisfaction of the parent/guardian, the complaint may be made directly to the District Central Office. Each building is assigned a “Guardian Angel,” a central staff member who acts as a liaison between parents and the school, and takes a lead role in facilitating the complaint resolution process. Upon receipt of a complaint, either in writing or via phone contact, each guardian takes the following steps:

1. Contacts the parent to gather more information.
2. Enters all information, including parent/guardian contact information, into an online data base.
3. Contacts the Building Principal to discuss the matter.
4. Within 24 hours, the Guardian must respond to the parent with a potential resolution. That may include relaying additional information, requests or action steps to the parent/guardian, or facilitating a meeting with the Building Principal or other school staff if necessary or desired.

If the complaint and related concerns are not resolved with the intervention of District-level staff, the parent/guardian has the right to appeal to the Board of Education. Unresolved complaints at the District level must be reported to the Board of Education by the District. The Board of Education reserves the right to require prior written reports from appropriate parties.

# NIAGARA FALLS CITY SCHOOL DISTRICT

## Central Office Guardian Angels

2016-2017

<b>School</b>	<b>Guardian Angel</b>	<b>Extension</b>
NFHS	Stan Wojton (Michael Lewis-64209)	64294
GPS	Eileen Burkett (Ken Krieger-64284)	64122
LPS	Stan Wojton (Cheryl Meteer-64293)	64294
Abate	Ken Krieger (Stan Wojton-64294)	64284
Hyde Park	Ken Krieger (Stan Wojton-64294)	64284
Kalfas	Cathy Sullivan (Cheryl Meteer-64293)	64217
GJ Mann	Eileen Burkett (Cathie Contento-64282)	64122
Maple	Cheryl Meteer (Cathy Sullivan-64217)	64293
Niagara Street	Cheryl Meteer (Cathy Sullivan-64217)	64293
Cataract	Cathy Sullivan (Cathie Contento-64282)	64217
79 <sup>th</sup> Street	Cathie Contento (Eileen Burkett-64122)	64282
CEC	Cathie Contento (Ken Krieger-64284)	64282