

**Port Jervis City School District
Port Jervis, NY**

**Contract for Excellence (C4E)
Complaint Procedures**

1. If a parent, teacher, interested party or agency has a concern, he/she should first informally discuss the issue with the school principal.
2. If the matter cannot be resolved at level one or is not school specific, the complainant should speak with the assistant superintendent for instruction and applicable staff members.
3. If the matter cannot be resolved at level two, the complainant should file a formal complaint in writing with the superintendent of schools.
4. If the matter cannot be resolved at level three, the complainant may appeal to:
New York State Education Department
89 Washington Avenue
Albany, NY 12234