

Cincinnati Public Schools
ADMINISTRATIVE PROCEDURES

Procedure Name <i>Public Concerns and Complaints</i>	
Procedure No. 9130-00-01	Eff. Date: 10/7/2013
Implements Board Policy(ies) 9130	Last Reviewed: 7/23/19

1. Background

The CPS Public Concerns and Complaints policy stipulates that any person or group with legitimate interest in the operations of the district has the right to present a request, suggestion or complaint.

2. Responsibilities

Title: Chief Communications and Engagement Officer	
Address: Office of Communications and Engagement	
Phone: (513) 363-0020	Cell phone:

3. Action Steps

The Customer Care Center is responsible for ensuring the efficiency and effectiveness of response to our customers, by linking stakeholders to available resources and providing accurate information and quality assistance for all.

4. Equity Considerations

Accommodations shall be made for those with language needs or people with disabilities.

5. Related Documents / Forms

Document Title	Description	Last Reviewed
1.		
2.		
3.		

6. Additional Information

None required.