



Book	Policy Manual
Section	200 Pupils
Title	Student Complaint Process
Code	219
Status	Active
Adopted	December 14, 2009

Purpose

The Board recognizes that students should be provided an opportunity to request redress of complaints. In addition, the Board believes that the inculcation of respect for established procedures is an important part of the educational process. Accordingly, individual and group complaints shall be recognized, and appropriate appeal procedures shall be provided.

Definition

For purposes of this policy, a **student complaint** shall be one that arises from actions that directly affect the student's participation in an approved educational program.

Authority

The Board and its employees will recognize the complaints of students, provided that such complaints are submitted according to the guidelines established by Board policy.

Guidelines

The student should first make the complaint known to the staff member most closely involved or, if none is identifiable, a guidance counselor; and both shall attempt to resolve the issue informally and directly.

For complaints that must move beyond the first step, the student shall prepare a written statement of his/her complaint which shall set forth:

1. Specific nature of the complaint and a brief statement of relevant facts.
2. Manner and extent to which the student believes s/he has been adversely affected.
3. Relief sought by the student.
4. Reasons why the student feels entitled to the relief sought.

The complaint may then be submitted, in turn, to the building principal, the Superintendent and the Board, with a suitable period of time allowed at each level for hearing of the complaint and preparation of a response.

At each level the student shall be afforded the opportunity to be heard personally by the school authority.

At each step the school authority hearing the complaint may call in the student's parent/guardian.

The student may seek the help of a parent/guardian at any step.

Legal

24 P.S. 510