

SOUTHERN LEHIGH SCHOOL DISTRICT

SECTION: COMMUNITY

TITLE: PUBLIC COMPLAINTS

ADOPTED: August 9, 2010

REVISED:

REVIEWED: October 10, 2016

	<p style="text-align: center;">906. PUBLIC COMPLAINTS</p> <p>1. Authority</p> <p>Any parent, resident or community group shall have the right to present a request, suggestion or complaint concerning district personnel, programs, or operations of the district. At the same time, the Board has a duty to protect its staff from unnecessary harassment. It is the Board's intent to provide a fair and impartial manner for seeking appropriate remedies.</p> <p>Any misunderstandings between the public and the school district shall be resolved by informal, direct discussions among the interested parties. Only when informal meetings fail to resolve the differences shall more formal procedures involving the Board be employed.</p> <p>2. Delegation of Responsibility</p> <p>Any requests, suggestions or complaints reaching individual Board members and the Board shall be referred to the Superintendent for consideration and action. If further action is warranted, based on the initial investigation, such action shall be in accordance with established guidelines.</p> <p><u>Matters Regarding A Professional Staff Member</u></p> <p>First Level - A matter specifically directed toward a professional staff member shall be addressed initially to the concerned staff member, who shall discuss it with the complainant and make every effort to provide a reasoned explanation or take appropriate action within his/her authority.</p> <p>Second Level - If the matter cannot be satisfactorily resolved at the first level, it shall be discussed by the complainant with the building principal.</p> <p>Third Level - If a satisfactory solution is not achieved by discussion with the building principal, the principal shall furnish to the Superintendent a report which will include the specific nature of the complaint and a brief statement of relevant facts, the respect in which it is alleged that the complainant has been affected adversely, the action which the complainant requests and the reasons why such action should be taken.</p>
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Fourth Level - Should the matter not be resolved by the Superintendent or is beyond his/her authority and requires Board action, the Superintendent shall provide the Board with a complete report.

Final Level - Should the matter not be resolved by the Superintendent, the complainant shall have the right to bring their issue directly to the School Board either in writing addressed to the President of the Board or verbally during a Board meeting. Individuals wishing to be heard during Board meetings must adhere to established protocols for comment.

Matters Regarding An Administrative Staff Member

In the case of a complaint directed toward an administrative staff member, the procedure specified in this policy shall be followed. The complaint shall be discussed initially with the person toward whom it is directed. If a satisfactory resolution is not achieved at the first level, the matter shall be brought to higher levels in accordance with the organizational chart of the school district, terminating with the School Board.

Matters Regarding A Classified Staff Member

In the case of a complaint directed toward a classified staff member, the procedure specified in this policy shall be followed. The complaint shall be discussed initially with the person to whom it is directed. If a satisfactory resolution is not achieved at the first level, the matter shall be discussed with the person's supervisor and then brought to higher levels in accordance with the organizational chart of the school district, terminating with the School Board.

Matters Regarding A Program, Operation or Instructional Materials

A request, suggestion, or complaint relating to a matter of district or school policy, procedure, program, operation or instructional materials shall be addressed initially to the building principal who is directly concerned and then brought to higher levels of authority in the manner prescribed in this policy.

Matters Regarding Student Progress and Well-Being

In the case of a complaint directed toward this area, the general procedures specified in this policy shall be followed.