

# ADMINISTRATIVE REGULATIONS

## Lower Merion School District

Administrative Regulation No.: 906  
Section: COMMUNITY  
Title: ADDRESSING COMPLAINTS AND CONCERNS OF THE PUBLIC  
Date Last Revised: 2/7/2020; 1/17

### **R906 ADDRESSING COMPLAINTS AND CONCERNS OF THE PUBLIC**

The Superintendent establishes the below procedures regarding the receipt and disposition of complaints pursuant to the accompanying Board Policy.

Ideally, misunderstandings between members of the public and the District are to be resolved by direct discussions of an informal type among the interested parties. Only when such informal meetings fail are more formal procedures to be employed. In that regard, the policies and other regulations cross-referenced below contain additional information regarding resolution of disputes. Parents/guardians and other community members should note that all District records, including electronic and video recorded information, are not maintained indefinitely and, as such, are not available for review indefinitely. LMSD Board Policies and Administrative Regulations 705 (Safety and Security), 800 (Records Management), and 810 (Student Transportation) detail the procedures in place regarding retention of video recordings and records.

#### Receipt of Complaints

In general, complaints should be made directly to the individual(s) who are the subject of the complaint, or who oversee the subject matter of the complaint. If the parties are not able to resolve the complaint or dispute, the complaint should be directed to the individual's immediate supervisor and then through successive administrative levels to the Assistant Superintendent, Superintendent, and subsequently to the Board, if necessary.

Below are some examples to assist parents and members of the public in applying the above procedure regarding the proper filing of complaints.

#### **Examples:**

- Elementary school parents are encouraged to first contact their child's teacher or building principal regarding academic concerns, complaints, or school-specific matters.
- Middle school and high school parents are encouraged to first contact their child's teacher or guidance counselor regarding academic concerns, complaints, or school-specific matters. Discipline-related issues or issues not resolved by the teacher/guidance counselor should be directed to the assistant principal, and then to the principal, if unresolved.
- Academic or school-specific complaints not ultimately resolved at the school building level shall next be directed to the Assistant Superintendent.

## ADMINISTRATIVE REGULATIONS

### Lower Merion School District

Administrative Regulation No.: 906  
Section: COMMUNITY  
Title: ADDRESSING COMPLAINTS AND CONCERNS OF THE PUBLIC  
Date Last Revised: 2/7/2020; 1/17

- Complaints not related to the academic program or a school-specific matter should be initially directed to the relevant department. For example, a matter regarding facility use should be directed to the Operations Department, a matter involving student accommodations should be directed to the Student Services Department, or a matter involving bussing should be directed to the Transportation Department. In the event it is unclear where the matter should be directed, the District's Department of School and Community Relations may be contacted. The District shall maintain contact information for its departments on its website.

When submitting a complaint to the Board, it should be directed in writing to: Lower Merion School District, Attn: Board of School Directors, 301 East Montgomery Avenue, Ardmore, PA 19003 or via email at [communitycomments@lmsd.org](mailto:communitycomments@lmsd.org). Although every person providing information to the Board has the option to remain anonymous, the Board encourages disclosure to assist with effective investigation and to ensure the submitter can be notified of any actions taken in response to their submission.

Board members who receive complaints not filed in accordance with the above procedures are encouraged to suggest to complainants that they first attempt to resolve the complaint via the above procedures. Whenever a complaint is made directly to the Board as a whole or to a Board member as an individual, it shall be referred to the Superintendent for study and possible solutions.

#### Disposition of Complaints

All complaints made in accordance with this Policy shall be reviewed by the appropriate individual(s) within a reasonable amount of time. What constitutes a reasonable amount of time depends on the totality of the circumstances, including but not limited to the complexity of the complaint, the number of individuals involved, and the extent to which any investigation may need to be conducted prior to resolving or responding to the complaint. In most circumstances, a response to the complaint shall be forthcoming within 15 business days. For complaints that cannot be resolved or responded to within 15 business days, the complainant shall be advised within that 15-business day period as to when a response is to be expected.

#### Maintaining Records of Complaints

Employees who receive complaints in accordance with this Board Policy shall keep a written record of such complaint, regardless of whether the complaint was presented by letter, informal

## ADMINISTRATIVE REGULATIONS

### Lower Merion School District

Administrative Regulation No.: 906  
Section: COMMUNITY  
Title: ADDRESSING COMPLAINTS AND CONCERNS OF THE PUBLIC  
Date Last Revised: 2/7/2020; 1/17

conference, or through a scheduled meeting. Such written records must include the response/outcome to such complaint.

#### **Cross References:**

The Policies and Administrative Regulations listed below contain complaint procedures regarding specific topics:

LMSD Policy & Administrative Regulation 006 (Civility)  
LMSD Policy & Administrative Regulation 216 (Student Records)  
LMSD Policy & Administrative Regulation 235 (Student Rights and Responsibilities)  
LMSD Policy & Administrative Regulation 246 (Harassment, Bullying, and Hazing)  
LMSD Policies & Administrative Regulations 346/446/546 (Prohibited Harassment by and of Employees and Other Members of the School Community)

#### **Other Cross References:**

LMSD Policy & Administrative Regulation 103 (Equal Opportunity Program for School and Classroom Practices)  
LMSD Policy & Administrative Regulation 705 (Safety and Security)  
LMSD Policy & Administrative Regulation 800 (Records Management)  
LMSD Policy & Administrative Regulation 810 (Student Transportation)