

PARENTAL CONCERNS AND COMPLAINTS

Background

Educational research tells us that students benefit when parents, teachers and administrators work together in partnership. The most accurate predictors of student achievement in school are the extent to which a family 1) creates a home environment that encourages learning; 2) communicates high, yet reasonable expectations for the child's achievement and future career; and 3) becomes involved in the child's education at school. Therefore, it is the intent of the Mt. Lebanon School Board to facilitate partnership-building by establishing a process by which student-related complaints and concerns are addressed and collaboratively resolved. To accommodate and encourage this process, parents/guardians and students with a District complaint or concern should seek resolution as close as possible to the origin of the concern.

Objective

The purpose of this policy is to communicate ways in which parents/guardians can address complaints or concerns regarding the Mt. Lebanon School District, its employees, and the School Board.

Policy

Parents/guardians and students with a District complaint or concern should seek resolution as close as possible to the origin of the concern. Such complaints can be resolved most expeditiously if they are taken first to the staff member or administrator immediately in charge of the area in which the problem arises. If necessary, complaints should then be raised, reviewed through successive administrative levels to the Superintendent, and subsequently to the School Board, when appropriate.

Parents/guardians are encouraged to share their concerns and complaints in pursuit of solutions that accommodate the best interests of students. District employees who receive complaints will respond to the issues raised in a professional, timely and appropriate manner and the response should fairly meet the substance of the issue.

This policy shall not be utilized by employees for matters or grievances relating to any term or condition of their employment, nor shall it supersede any legal process applicable to the District.

Administrative Responsibilities

It is the responsibility of the Administration to implement and enforce this policy, and to develop Administrative Procedures for implementation or enforcement where necessary.

Communication

This policy shall be communicated to:

1. District Staff
2. Parents/Guardians

Adopted February 21, 2005
Reviewed February 13, 2017
Reviewed February 14, 2022