



## Public Complaint Process Checklist

Process Step	Explanation	Status
Step 1: Complainant will complete the Report Form for Public Complaints and submit to the Susquehanna Township School District administrative offices.	The administrative office staff receiving the complaint form will document date and time of receipt using the complaint form. A member of the administrative team will contact the Complainant within two (2) business days to confirm receipt.	
Step 2: The original Report Form for Public Complaints will be forwarded to the Superintendent or designee to determine if a conference is required.	The Superintendent or designee will schedule a conference with the Complainant, if required. The Superintendent or designee will prepare a written report of the conference at its conclusion. If a conference is not required, the Superintendent or designee will follow up with the Complainant to resolve the issue. The Complainant will be contacted within three (3) business days.	
Step 3: If the Complainant is not satisfied with the written report or resolution, the Superintendent or designee will forward a request to the Board Secretary for a meeting with the Board of School Directors.	The Superintendent will forward to the Board all written reports of the previous conferences/interactions. The Complainant will meet with the Board within twenty (20) days of receipt of the complaint form by the Board Secretary. The decision of the Board is final and will terminate the Public Complaint Process.	
Step 4: The Board of School Directors will notify the Complainant of the final decision.	The Board Secretary will forward the final decision to the office of the Superintendent for distribution to the Complainant. This decision is final and will be filed with all of the original documents contained within the complaint.	