

A. W. BEATTIE CAREER CENTER

SECTION: PUPILS
 TITLE: STUDENT COMPLAINT
 PROCESS
 ADOPTED: May 27, 1999
 REVISED &
 APPROVED: January 21, 2021

219. STUDENT COMPLAINT PROCESS	
1. Purpose	The A.W. Beattie Career Center Joint Operating Committee (JOC) recognizes that students have the right to request redress of complaints. Further, the Joint Operating Committee believes that the inculcation of respect for lawful procedures is an important part of the educational process. Accordingly, individual and group complaints shall be recognized, and appropriate appeal procedures shall be provided.
2. 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.
3. Authority	The Joint Operating Committee and its employees will recognize the complaints of students, provided that such complaints are submitted accordingly to the guidelines established by Joint Operating Committee policy.
4. Guidelines	<p>The student should first make the complaint known to the staff member most closely involved or, if none is identifiable, his/her School Counselor; and both shall attempt to resolve the issue informally and directly.</p> <p>For complaints which must move beyond the first step, the following shall occur; the student shall prepare a written statement of his/her complaint; this shall set forth the specific nature of the complaint and a brief statement of the facts giving rise to it.</p> <p>The complaint may then be submitted, in turn, to the principal, the Executive Director and the Joint Operating Committee, with a suitable period of time allowed at each level for hearing of the complaint and preparation of a response.</p> <p>At each level the student shall be afforded the opportunity to be heard personally.</p> <p>At each step beyond the first, the individual hearing the complaint may call in the student's parent.</p> <p>The student may seek the help of a parent or guardian at any step.</p>