

# A. W. BEATTIE CAREER CENTER

SECTION: COMMUNITY

TITLE: PUBLIC COMPLAINTS

ADOPTED: June 24, 1999

REVISED &  
APPROVED: March 25, 2021

906. PUBLIC COMPLAINTS	
1. Authority	<p>Any parent, resident or community group shall have the right to present a request, suggestion or complaint concerning Career Center personnel, programs, or operations of the Career Center. At the same time, the Joint Operating Committee has a duty to protect its staff from unnecessary harassment. It is the Joint Operating Committee's intent to provide a fair and impartial manner for seeking appropriate remedies.</p> <p>Any misunderstandings between the public and the Career Center shall be resolved by informal, direct discussions among the interested parties. Only when informal meetings fail to resolve the differences shall more formal procedures be employed.</p>
2. Delegation of Responsibility	<p>Any requests, suggestions or complaints reaching individual Joint Operating Committee members and the Joint Operating Committee shall be referred to the Executive Director 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><b>First Level</b> - 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><b>Second Level</b>- If the matter cannot be satisfactorily resolved at the first level, it shall be discussed by the complainant with the Principal.</p> <p><b>Third Level</b> - If a satisfactory solution is not achieved by discussion with the Principal, the Principal shall schedule a conference with the Executive Director. The Principal will furnish to the Executive Director a report which will include the specific nature of the</p>

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.

**Fourth Level** - Should the matter not be resolved by the Executive Director or is beyond his/her authority and requires Joint Operating Committee action, the Executive Director shall provide the Joint Operating Committee with a complete report.

**Final Level** - The Joint Operating Committee, after reviewing all material relative to the case, shall provide the complainant with its written decision and may grant a hearing before the Joint Operating Committee or a committee of the Joint Operating Committee.

The complainant shall be advised of the Joint Operating Committee's decision, in writing, no more than ten (10) days following the hearing.

Matters Regarding An Administrative Staff Member

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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 Career Center, terminating with the Joint Operating Committee.

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 the higher levels in accordance with the organizational chart of the Career Center, terminating with the Joint Operating Committee.

Matters Regarding A Program, Operation or Instructional Materials

A request, suggestion or complaint relating to a matter of Career Center policy, procedure, program, operation or instructional materials shall be addressed initially to the building Principal 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.

20 U.S.C.  
Sec. 7844

In accordance with law, the Joint Operating Committee shall adopt a written procedure that provides parents/guardians, public agencies, other individuals and organizations a means to submit and resolve complaints alleging violations in the administration of educational programs under the No Child Left Behind Act. The complaint procedure shall be available to the public and shall be posted on the Career Center website.

**NCLB Complaint Procedure**

Complaints alleging violations of the law in the Career Center's administration of NCLB education programs shall be processed with the following procedure.

The complaint must be filed with the Career Center as a written, signed statement that identifies:

1. Alleged NCLB violation.
2. Facts supporting the alleged violation.
3. Supporting documentation, such as information on discussions, correspondence or meetings with the Career Center regarding the complaint.

Complaints shall be referred to the Executive Director.

The Executive Director or designee will conduct an independent investigation, which could include but not be limited to:

1. Opportunity to present evidence by all individuals and/or organizations involved.
2. Opportunity for each side to question parties of other side and witnesses.

When the investigation is completed, the Executive Director will prepare a report with a recommendation for resolving the complaint. The report will include:

1. Name of the individual or organization filing the complaint.
2. Nature of the complaint.
3. Summary of the investigation.
4. Recommended resolution.
5. Reasons for the recommended resolution.

All parties involved in the complaint will be notified of the resolution of the complaint by the Executive Director or designee.

The Executive Director will ensure that the resolution of the complaint is implemented.

The time period between receipt and resolution of a complaint will not exceed sixty (60) calendar days, unless circumstances require additional time.

Either party may appeal final resolution to the Pennsylvania Department of Education.

Division of Federal Programs  
PA Department of Education  
333 Market Street  
Harrisburg, PA 17126-0333

References:

School Code - 24 P.S. Sec. 510

No Child Left Behind Act - 20 U.S.C. Sec. 7844