LENAPE TECHNICAL SCHOOL

SECTION: COMMUNITY

TITLE: PUBLIC COMPLAINTS

ADOPTED: January 19, 2017

REVISED:

906. PUBLIC COMPLAINTS

1. Purpose

The Joint Operating Committee has a desire to establish a policy regarding complaints received from the public. The Joint Operating Committee welcomes inquiries, suggestions and constructive criticism regarding the School's programs, personnel, operations and facilities. Any parent/guardian, student, resident or community group shall have the right to present a request, suggestion or complaint. The Joint Operating Committee intends to provide a fair and impartial method of seeing appropriate resolution.

2. Authority

Attempts to resolve public concerns and complaints of School residents shall begin with informal, direct discussions among the affected parties, following the established guidelines and School's chain of command. Only when informal meetings fail to resolve the issue shall more formal procedures be utilized.

In accordance with law, the Joint Operating Committee shall adopt a written procedure that provides parents/guardians, public agencies, other individuals or organizations a means to submit and resolve complaints alleging violations in the administration of educational programs under the No Child Left Behind Act/Every Student Succeeds Act (NCLB). The complaint procedure shall be available to the public and a copy maintained in the school.

3. Delegation of Responsibility

Any requests, suggestions or complaints directed to the Administrative Director or Assistant Director/Principal shall be referred to the Joint Operating Committee for consideration and action. If further action is warranted, based on the initial investigation, such action shall proceed in accordance with the established guidelines.

References:

School Code –24 P.S. Sec. 510,
No Child Left Behind Act
20 U.S.C. Sec 7844