LENAPE TECHNICAL SCHOOL

Written Procedure ~ Policy 906 – Public Complaints

General Complaint Procedure

General Complaints about School procedures, programs, operations, facilities, Board Policy, and personnel shall be processed in accordance with the following procedure.

First Level

Complaints and requests shall be directed initially to the appropriate employee, who shall discuss it with the complainant and attempt to provide a reasonable explanation or take appropriate action within the employee's authority.

As appropriate, the staff member shall report the matter and the resolution to the Assistant Director/Principal or immediate supervisor.

Complaints and requests that concern personnel or School-wide procedures, programs, operations, facilities or Board Policy shall be initiated at the Second Level.

Second Level

If the issue cannot be resolved satisfactorily at the first level, it shall be discussed by the complainant with the Assistant Director/Principal or the employee's immediate supervisor.

Third Level

If a satisfactory solution is not achieved by discussion with the Assistant Director/Principal or immediate supervisor, a conference shall be scheduled with the Administrative Director. The Assistant Director/Principal shall provide to the Administrative Director a report that includes the specific nature of the complaint, brief statement of relevant facts, how the complaint has been affected adversely, any action requested by the complainant, the reasons why such action should be taken or not taken, and recommended solution.

Fourth Level

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

Final Level

After reviewing all information relative to the complaint, the Joint Operating Committee shall provide the complainant with its written decision and may grant an audience before the Joint Operating Committee. If the complaint concerns a student confidentiality or the conduct and performance of an

employee, the appearance before the Joint Operating Committee shall occur in executive session.

The complaint shall be advised of the Joint Operating Committee decision, in writing, as expeditiously as possible, taking into account the Joint Operating Committee's meeting schedule.

No Child Left Behind / Every Student Succeeds Act (NCLB) Complaint Procedure

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

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

1. Alleged NCLB violation.

2. Facts supporting the alleged violation.

3. Supporting documentation, such as references to discussions, correspondence or meetings with the School regarding the complaint.

Complaints shall be referred to the Assistant Director/Principal, who will investigate the complaint. The investigation shall include the following:

1. On-site visit to the building that is the subject of the complaint.

2. Opportunity for all individuals and/or organizations involved to present evidence and submit questions relevant to the complaint.

3. Opportunity for School officials or employees to respond to the complaint and any relevant questions.

4. The Assistant Director/Principal may require the complainant and other relevant individuals or witnesses to appear for an informal hearing before the Assistant Director/Principal or designee. Formal rules of evidence shall not be followed.

When the investigation is completed, the Assistant Director/Principal will prepare a report with a recommendation as to whether the complaint was unfounded or founded: and if founded, a recommendation for corrective action. The report will include:

1. Name of the individual or organization filing the complaint.

2. Nature of the complaint.

3. Summary of the investigations.

4. Recommended resolution, including whether the complaint is founded or unfounded.

5. Reasons for the recommended resolutions.

The Assistant Director/Principal will submit a report to the Administrative Director or designee, who will determine whether further investigation is required and/or the School's final response.

All parties involved in the complaint will be notified of the determination by the Administrative Director or designee. The Joint Operating Committee likewise will be notified.

The Administrative Director or designee will ensure that any corrective action is implemented.

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

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

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