LENAPE TECHNICAL SCHOOL

SECTION: PUPILS

TITLE: STUDENT COMPLAINT PROCESS

ADOPTED: April 15, 2004

REVISED: January 15, 2015

219. STUDENT COMPLAINT PROCESS

1. Purpose	The Joint Operating Committee (JOC) strives to provide a positive, learning climate for students. The Joint Operating Committee recognizes that students have the right to request remedy of complaints. In addition, the Joint Operating Committee believes that instilling of respect for established procedures is an important part of the educational process. When a concern or issue arises, following this procedure will aide in resolving the matter as expediently as possible. Accordingly, individual and group complaints shall be recognized, and appropriate procedures for airing complaints 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 or school sponsored activity. Note: complaints involving unlawful discrimination or sexual harassment are covered by a specific procedure set forth in Policy No. 248.
3. Authority	The School will recognize the complaints of students, provided that such complaints are submitted according to the guidelines established by this policy.
4. Guidelines A. General	The intent of the complaint procedure is to resolve concerns, and if necessary, take corrective action as quickly as possible. Therefore, complaints are to be initiated with the individuals who would have the most information and ability to resolve the concern. The student should therefore first make the complaint known to the staff member most closely involved or, if none is identifiable, a guidance counselor. For complaints that must move beyond the first step, the student shall prepare a written statement of the complaint, which shall set forth the specific nature of the complaint and a brief statement of relevant facts. This complaint procedure is not meant to replace or supplant student due process hearings, employee due process hearings, ~~or~~ local agency hearings, or other complaint procedures or hearings specifically mandated by law. At each step the school authority hearing the complaint may call in the student's parent. The student may seek the help of a parent or guardian at any step.

B. Shop or classroom concerns	The following steps should be followed if a student has a concern or issue regarding a particular course, class, school sponsored activity, or teacher. Examples of such concerns would be grades, other students in the class, teaching methodology, assignments, or classroom discipline: **Step I – Teacher:** The student should meet with the shop or classroom teacher. **Step II – Assistant Director/Principal:** Should the student not consider the matter resolved at the teacher level, the student should contact the Assistant Director/Principal. The Principal will schedule a conference with the student. The Principal shall determine whether or not the teacher should participate in the conference. Regardless, the Principal should talk with the teacher to gather information. **Step III – Administrative Director:** Should the student not consider the matter resolved at the Assistant Director/Principal level, the student should contact the Administrative Director. The Director shall schedule a conference with the student. The Director shall determine who else will participate in the conference. Regardless, the Director shall contact the Principal and/or teacher to gather information. The Administrative Director's decision shall be considered final.
C. School Employee Concern/Issue	These steps should be followed if a student has a concern or issue regarding a specific employee or teacher with whom the student does not feel comfortable presenting the complaint: **Step I – Assistant Director/Principal**: The student shall meet with the Assistant Director/Principal. The Principal may require that the complaint be reduced to writing. The Principal will schedule a conference with the student. The Principal shall determine whether or not the teacher should participate in the conference. **Step II – Administrative Director:** Should the student not consider the matter resolved at the Assistant Director/Principal level, the student should contact the Director. The Director shall schedule a conference with the student. The Director shall determine whether any other individuals, including the employee, should participate in the conference. **It is noted that pursuant to labor agreements and various laws, the employee may be entitled to have a representative present at any such meeting if the employee is in attendance.** The Administrative Director's decision shall be considered final.
D. Joint Operating Committee Level	