

## FOX CHAPEL AREA SCHOOL DISTRICT

Book	Policy Manual
Section	900 Community
Title	Public Complaint Procedures
Number	906
Status	Active
Adopted	May 10, 2010
Last Revised	June 11, 2018

### **Purpose**

The Board adopts this policy to establish procedures for seeking appropriate resolution to complaints.

### **Authority**

Parents/Guardians, district residents or community groups who have general complaints about Board policy and district procedures, district programs, personnel, operations and facilities are to follow the general complaint procedure established in this policy.

The Board directs parents/guardians, other individuals and organizations alleging violations of law in the district's administration of federally-funded programs to submit complaints in accordance with the separate federal program complaint procedure established in this policy.[\[1\]](#)

The Board shall ensure that this policy is posted on the district's publicly accessible website in accordance with law.[\[2\]](#)

### **Delegation of Responsibility**

Any requests, suggestions or complaints directed to individual Board members and/or the Board shall be referred to the Superintendent for consideration and action. If further action is warranted, based on the initial investigation, such action shall be in accordance with established guidelines.

### **Guidelines**

#### **General Complaint Procedure**

It is the intent of the Board that complaints be addressed and/or resolved at the lowest appropriate level. Complaints shall be resolved by informal, direct discussions among the interested parties or district employee who is most directly involved. The employee shall

attempt to provide a reasonable explanation or take appropriate action within the employee's authority. The employee shall report the matter and the resolution to the building principal or immediate supervisor. Only when informal discussions fail to resolve the differences shall more formal procedures be employed.

At all levels of this procedure, district employees shall make a determination as to whether the complaint should proceed as outlined in this policy or if the complaint should be submitted through a specialized complaint process addressed in a separate Board policy, district procedure or administrative regulation that is directly related to the nature of the complaint.

When an informal discussion fails to resolve the complaint, the following procedure shall be used.

**First Level** - If a satisfactory resolution is not achieved by discussion with the employee, the complainant shall submit a written complaint to the building principal or designee. The written complaint shall include the contact information of the person or group filing the complaint, the specific nature of the complaint, a brief statement of relevant facts, how the complainant has been affected adversely, and the action requested. The building principal or designee shall provide a response to the complainant.

**Second Level** - If a satisfactory resolution is not achieved with the building principal or designee, the complaint shall be referred to the Superintendent or designee. The Superintendent or designee shall review the complaint and may schedule a conference with the complainant. The Superintendent or designee shall provide a response to the complainant.

**Third Level** - If a satisfactory resolution is not achieved through referral to the Superintendent or designee or if resolution of the complaint is beyond his/her authority and requires Board action, the Superintendent or designee shall refer the complaint to the Board.

The Board, after reviewing all information relative to the complaint, shall provide the complainant with its written response. The Board may, at its discretion, grant a hearing before the Board or an ad hoc committee of the Board. If a hearing is granted, the complainant shall be advised of the Board's response, in writing, no more than thirty (30) days following the hearing.

Any complaints first directed to individual Board members and/or the Board shall be referred to the Superintendent for consideration, investigation and action. If further action is warranted, based on the initial investigation, such action shall be in accordance with the procedures outlined above.

#### Complaint Procedure for Federal Programs

Complaints alleging violations of law in the district's administration of federally-funded programs shall be processed in accordance with the following procedure.[\[1\]](#)

The complainant shall submit a written, signed statement to the district's administration office that includes:

1. Contact information of the individual or organization filing the complaint.
2. Alleged federal program violation.

3. Facts supporting the alleged violation.
4. Supporting documentation, such as information on discussions, correspondence or meetings with district staff regarding the complaint.

District staff shall forward complaints to the district administrator responsible for federal programs, who will notify the Superintendent and acknowledge receipt of the complaint in writing.

The district administrator responsible for federal programs shall conduct an independent investigation, which may include, but not be limited to:

1. On-site visit to the building that is the subject of the complaint.
2. Opportunity to present evidence by all individuals and/or organizations involved.
3. Opportunity for participants to ask questions of each other and witnesses.

When the investigation is completed, the district administrator responsible for federal programs shall prepare a written report with a recommendation for resolving the complaint. The report shall 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.

The district administrator responsible for federal programs shall submit the written report to the Superintendent, who will determine whether further investigation is required and/or the district's final response.

All individuals and/or organizations making the complaint or that are the subject of the complaint shall be notified of the resolution of the complaint by the Superintendent or designee.

The district administrator responsible for federal programs shall ensure that the resolution of the complaint is implemented.

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

The complainant may appeal the final resolution to the Pennsylvania Department of Education.

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

Legal

[1. 20 U.S.C. 7844](#)

[2. 24 P.S. 510.2](#)

[24 P.S. 510](#)

Pol. 103

Pol. 103.1

Pol. 104

Pol. 105.1

Pol. 108

Pol. 109

Pol. 127

Pol. 137

Pol. 150

Pol. 202

Pol. 247

Pol. 249

Pol. 251

Pol. 255

Pol. 610

Pol. 621

Pol. 626

Pol. 718

Pol. 801

Pol. 808

Pol. 815

Pol. 824

Pol. 827

Pol. 828

Last Modified by Donna Beley on June 27, 2018