

# CATASAUQUA AREA SCHOOL DISTRICT

TITLE: PUBLIC COMPLAINTS

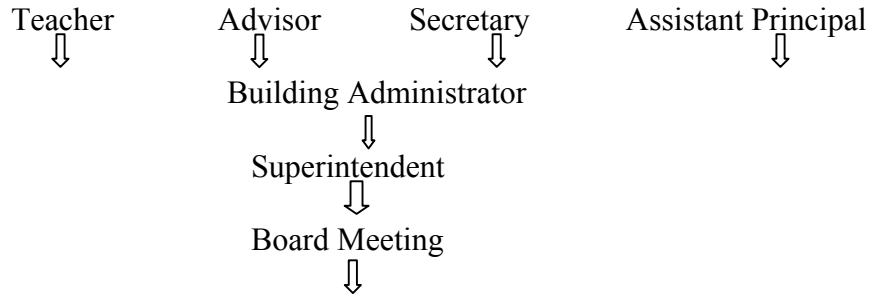
ADOPTED: April 8, 2002  
REVISED: November 10, 2005  
REVIEWED: November 10, 2005

<b>906 – PUBLIC COMPLAINTS</b>		1
<b>1. Purpose</b>	Any resident or community group shall have the right to present a request, suggestion or complaint concerning district personnel, programs, activities, athletic, extra-curricular activities, or the operations of the district. At the same time, the board has a duty to protect its staff and students from unnecessary harassment. It is the intent of this policy to provide a fair and impartial manner for seeking appropriate remedies.	2 3 4 5 6 7 8 9
<b>2. Authority</b>  <b>65 Pa C.S.A. 710.1 Act 84 of 1986</b>	Any misunderstandings between the public and the school district shall be resolved by direct discussions of an informal type among the interested parties. It is only when such informal meetings fail to resolve the differences that more formal procedures will be employed.  The public has the opportunity to speak/comment at all public meetings, however, personnel issues will be addressed in executive session.	10 11 12 13 14 15 16 17
<b>3. Delegation of Responsibility</b>	Any requests, suggestions or complaints reaching board members and the board shall be referred to the Superintendent for consideration and action. In the event that further action is warranted, based on the initial investigation, such action shall be in accordance with the following procedures.  <u>Complaint Procedure</u>  <u>Step 1</u> - The individual making a complaint should always address their complaint to the district employee directly responsible for the program, activity, event, etc. If a satisfactory solution is not achieved during the above mentioned procedure then the complainant needs to bring their concern to a higher level of authority in the manner prescribed in the chart below.	18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38

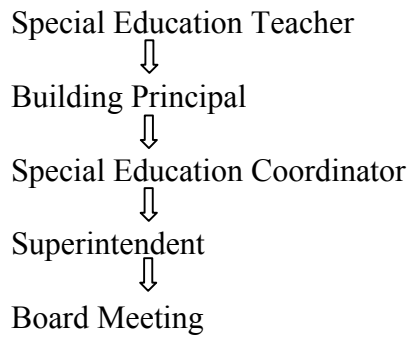
**906 – PUBLIC COMPLAINTS**

Step 2 - Complaint Process Levels of Authority Chart

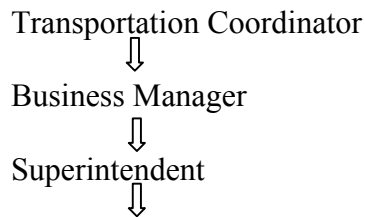
Scenario 1 – Concern with a teacher, advisor, secretary or assistant principal



Scenario 2 – Special Education Concerns



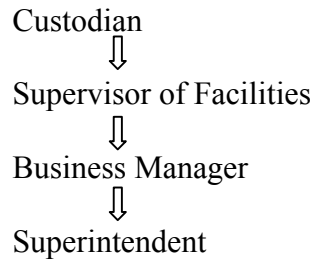
Scenario 3 – Transportation Concern



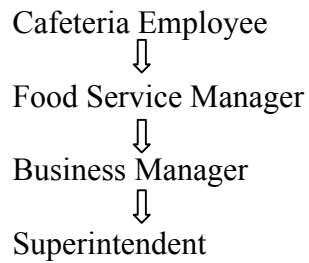
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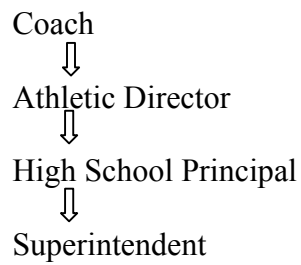
Scenario 4 – Custodian Concern



Scenario 5 – Cafeteria Concern



Scenario 6 – Coaching Concern



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