

MONROE CAREER AND TECHNICAL INSTITUTE

SECTION: PUPILS

TITLE: STUDENT COMPLAINT
PROCESS

ADOPTED: July 10, 2006

REVISED:

219. STUDENT COMPLAINT PROCESS	
1. Purpose	The Joint Operating Committee recognizes that students have the right to request redress of complaints. In addition, the Joint Operating Committee believes that the inculcation of respect for established procedures is an important part of the educational process. Accordingly, individual and group complaints shall be recognized, and appropriate appeal procedures 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.
3. Authority	The Joint Operating Committee and its employees will recognize the complaints of students, provided that such complaints are submitted according to the guidelines established by Joint Operating Committee policy.
4. Guidelines	<p>Students are encouraged to discuss their complaint informally with the person against whom they have the complaint. It is hoped that most complaints can be resolved by discussion. If this proves inadequate, the student may submit his/her complaint in writing to the Supervisor of Pupil Personnel Services.</p> <p>Within five (5) school days, the Supervisor of Pupil Personnel Services shall call a meeting of the student, who may bring counsel, and parties concerned, including parents or guardians. The Supervisor of Pupil Personnel Services or a designee shall make every effort to resolve the matter equitably and as quickly as possible. The Supervisor of Pupil Personnel Services' decision shall be in writing.</p> <p>If the complaint is not resolved to the satisfaction of the student, s/he may appeal the decision to the Director within three (3) days. Within five (5) school days, the Director shall call a meeting of the student, who may bring counsel, and the parties concerned, including parents or guardians. The Director shall make every effort to resolve the matter equitably and as quickly as possible. The decision of the Director shall be final and binding on all parties, subject to review of the Joint Operating Committee.</p>