

Book	Policy Manual
Section	(C) STUDENTS
Title	Policy C119 - Student Complaint Resolution Process
Code	C119
Status	Active
Adopted	November 19, 1982
Last Revised	June 19, 2013
Last Reviewed	June 19, 2013

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Title: Student Complaint Resolution Process
Section: Students

I. Purpose

The Joint Committee recognizes that students have the right to request redress of complaints. Further, the Joint Committee believes that the inculcation of respect for lawful procedures is an important part of the educational process. Accordingly, individual and group complaints should be recognized and appropriate appeal procedures provided.

II. Definition

For purposes of this policy, a student "complaint" shall be any such complaint that arises out of actions that directly affect the student's participation in an approved educational program.

III. Authority

The Joint Committee or its employees shall recognize the complaints of the students of this school provided that such complaints are made according to procedures established by Joint Committee policy. The process must include an informal complaint resolution process and an avenue for formal written complaints submitted to the Director. If the complaint is further appealed by the student, the complaint may then be submitted, in turn, to the Superintendent of Record, and the Joint Committee with a suitable period of time allowed at each level for the hearing of the complaint and the preparation of a response. At each level, the student shall be afforded the opportunity to be heard personally by the school authority.

The Joint Committee authorizes the Director to create procedures to redress complaints at the school administration level.

At each step beyond the first, 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.

Adopted: 11/19/82
Revised: 6/19/13

See also:
[DP C119 - Student Complaint Resolution Process](#)