

# UPPER BUCKS COUNTY AREA VOCATIONAL TECHNICAL SCHOOL

SECTION: COMMUNITY  
TITLE: PUBLIC COMPLAINTS  
ADOPTED: April 17, 2008  
REVISED:

906. PUBLIC COMPLAINTS	
1. Authority	<p>Any parent/guardian or resident of a participating district or community group shall have the right to present a request, suggestion or complaint concerning personnel, programs, or operations of the school. At the same time, the Joint Operating Committee has a duty to protect its staff from unnecessary harassment. It is the Joint Operating Committee's intent to provide a fair and impartial manner for seeking appropriate remedies.</p> <p>Any misunderstandings between the public and the school shall be resolved by informal, direct discussions among the interested parties. Only when informal meetings fail to resolve the differences shall more formal procedures be employed.</p>
2. Delegation of Responsibility	<p>Any requests, suggestions or complaints reaching individual Joint Operating Committee members and the Joint Operating Committee as a whole shall be referred to the Administrative Director for consideration and action. If further action is warranted, based on the initial investigation, such action shall be in accordance with established guidelines.</p>
3. Guidelines	<p><u>Matters Regarding A Staff Member</u></p> <p><b>First Level</b> - A matter specifically directed toward a staff member shall be addressed initially to the concerned employee, who shall discuss it with the complainant and make every effort to provide a reasoned explanation or take appropriate action within the employee's authority.</p> <p>As appropriate, the staff member shall report the matter and the resolution to the Administrative Director.</p> <p><b>Second Level</b> - If a satisfactory solution is not achieved at the first level, a conference shall be scheduled with the Administrative Director with a report stating the specific nature of the complaint and the remedy sought by the complainant.</p>

**Third Level** - If a satisfactory solution is not achieved at the second level, a conference shall be scheduled with the Superintendent of Record with a report stating the specific nature of the complaint and the remedy sought by the complainant.

**Fourth Level** - Should the matter not be resolved by the Superintendent of Record or if it is beyond the Superintendent of Record's authority, the Superintendent of Record shall furnish a report to the Joint Operating Committee which shall review all material relating to the case and grant a hearing before a committee.

The complainant shall be advised in writing of the Joint Operating Committee's decision no more than ten (10) days following the hearing.

Matters Regarding A Program/Operation/Instructional Materials

A request, suggestion, or complaint relating to a matter of school policy, procedure, program, operation or instructional materials shall be addressed initially to the Administrative Director, Superintendent of Record and then to the Joint Operating Committee.

Matters Regarding Student Progress/Well-Being

In the case of a complaint directed toward this area, the general procedures specified in this policy shall be followed.

References:

School Code – 24 P.S. Sec. 1850.1