

PENN MANOR SCHOOL DISTRICT

SECTION: PUPILS

TITLE: STUDENT COMPLAINT
PROCESS

ADOPTED: September 13, 2010

REVISED:

219. STUDENT COMPLAINT PROCESS	
1. Purpose	The Board recognizes that students have the right to request redress of complaints. In addition, the Board believes that the inculcation of respect for established processes 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 Board and its employees shall recognize the complaints of students, provided that such complaints are submitted according to the established administrative regulations developed by the Superintendent or designee.
4. Guidelines	<p>The student should first make the complaint known to the staff member most closely involved or, if none is identifiable, his/her guidance counselor, and both shall attempt to resolve the issue informally and directly.</p> <p>For complaints which must move beyond the first step, the student shall prepare a written statement of his/her complaint which shall set forth the specific nature of the complaint and a brief statement of the facts giving rise to it.</p> <p>The complaint may then be submitted, in turn, to the building principal, the Superintendent and the Board, with a suitable period of time allowed at each level for hearing of the complaint and preparation of a response.</p> <p>At each level the student shall be afforded the opportunity to be heard personally by the school authority.</p> <p>The student may seek the help of a parent/guardian at any step.</p> <p>A student shall not be subjected to any reprisals because of filing a complaint.</p>

References:

School Code – 24 P.S. Sec. 510