

PENN MANOR SCHOOL DISTRICT

ADMINISTRATIVE REGULATION

APPROVED: July 2, 2012

REVISED:

219-AR-0. STUDENT COMPLAINT PROCESS

The intent of the Student Complaint Process is to secure an equitable, prompt and satisfactory conclusion for all parties at the lowest possible administrative level.

This is not a grievance procedure. Grievances related to discrimination and harassment should be processed in accordance with relevant Board policy and administrative regulations.

A student complaint can be an alleged misapplication of the Code of Student Conduct, Board policy, administrative regulation or school rule.

Each complaint should be resolved in an orderly and expeditious manner. To accomplish this, the established process must be followed by a student filing a complaint.

Step One – The student will arrange a conference with the staff member involved, or the guidance counselor if no staff member is identified. The conference will be held within three (3) school days of the time it was requested, except under exceptional conditions. The student may be joined by parents/guardians. Both parties will attempt to resolve the issue informally and directly. The staff member will prepare a written report of the conference and its conclusion.

Step Two – If the conference held at Step One fails to resolve the complaint, the student will complete a Student Complaint Form and submit it to the principal. The staff member will provide the written report to the principal or designee. The principal or a designee will arrange a conference to be held within three (3) school days after receipt of the form, except under exceptional circumstances. The student may be joined by parents/guardians. The principal or designee will prepare a written report of the conference and its conclusion.

Step Three – If the conference held at Step Two does not resolve the complaint, the original Student Complaint Form and the reports of the two (2) conferences will be forwarded to the Superintendent by the principal or designee. The Superintendent or a designee will schedule a conference with the student and parents/guardians to be held within five (5) days after receiving the materials. The Superintendent or designee will prepare a written report of the conference and its conclusion.

Step Four – If the conference at Step Three does not resolve the complaint, the student will forward a request to the Board Secretary for a meeting with the Board. The Superintendent will forward to the Board all written reports of the previous conferences. The student and parents/guardians will meet with the Board within ten (10) days after receiving the request, except under exceptional conditions. The decision of the Board is final and will terminate the complaint process.