

BETHEL PARK SCHOOL DISTRICT

SECTION: PUPILS

TITLE: STUDENT COMPLAINT
PROCESS

ADOPTED: NOVEMBER 20, 2007

REVISED: AUGUST 7, 2007

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 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 Board and its employees will recognize the complaints of students, provided that such complaints are submitted according to the guidelines established by Board policy.
4. Guidelines	<p>Complaints shall be resolved as closely as possible to their source and follow the chain of command. For example, the parent/guardian or student shall first meet with the teacher if an instructional concern is involved.</p> <p>If a curriculum concern is involved, the parent/guardian/student shall first meet with the building principal. If the parent/guardian/student is not satisfied with the outcome of the meeting with the principal, the parent/guardian/student must provide the complaint in writing. After meeting with the building principal, the principal shall respond to the complainant in writing, as well.</p> <p>If a satisfactory resolution cannot be obtained at the immediate level, the complainant shall bring the matter to the attention of the next level of authority; e.g., the principal, Assistant Superintendent and Superintendent.</p> <p>The complaint shall be submitted in writing. The administrator shall respond in writing.</p> <p>The appropriate school district administrator will review the written complaint, and where appropriate, schedule a meeting with the individual or group to hear the concerns, or to obtain additional information.</p>

	<p>At each administrative level, the school district administrator will provide a written finding or recommendations to the individual or group involved.</p> <p>A copy of all school district administrative correspondence with regard to a complaint or concern will be forwarded to the Superintendent's office to be placed on file.</p> <p>If an individual or group has met with both the building level administrator, and the Assistant Superintendent or Superintendent, and feels that the matter of concern is a violation of School District Policy or law, then the individual or group may request a review by a committee of the Board of School Directors.</p> <p>A committee consisting of three (3) members of the Board of School Directors will review the written complaint which cites the specific BPSD Policy or law, and the findings or recommendation of the building level principal and that of the Assistant Superintendent or Superintendent.</p> <p>After careful consideration and review the committee of the Board of School Directors may:</p> <ol style="list-style-type: none">1. Decline to review the matter with or without comment2. Decide to uphold the findings or recommendations of the Administration3. Refer the matter back to the Superintendent for further review4. Conduct an informal hearing of a minimum of three (3) members of the Board of School Directors. In the case of an informal hearing, the committee will present its finding or recommendation to the full Board.
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