

SECTION: COMMUNITY

TITLE: PUBLIC COMPLAINTS

ADOPTED: February 5, 1998

REVISED: April 17, 2008

COUNCIL ROCK SCHOOL DISTRICT

906. PUBLIC COMPLAINTS

1. Purpose

Any person or entity shall have the right to present a request, suggestion or complaint concerning district personnel, the program, or the operations of the district. At the same time, the Board has a duty to protect its staff from unnecessary harassment. It is the intent of this policy to provide a fair and impartial manner for seeking appropriate remedies.

2. Delegation of Responsibility

Any request, suggestion, or complaint reaching Board members and the Board shall be referred to the Superintendent for consideration and investigation. In the event that further action is warranted, based on the initial investigation, such action shall be in accordance with the following procedures.

20 U.S.C
Sec. 7844

In accordance with law, the Board adopts these specific written procedures contained hereafter to provide persons and entities a means to submit and resolve general complaints and/or complaints alleging violations in the administration of educational programs under the No Child Left Behind Act. The complaint procedure shall be available to the public and a copy maintained in each school and on the school district web site.

3. Guidelines

General Procedure

General complaints, which do not pertain to the administration of programs under the Federal Statute, No Child Left Behind (NCLB), about Board policy and district procedures, programs, operations, facilities, and personnel shall be processed in accordance with the following procedure:

First Level – Complaints shall be addressed initially to the concerned employee. Provided such response does not violate Board Policy or advice of counsel, the employee shall discuss it with the complainant and attempt to provide a reasonable explanation or take appropriate action within the employee’s authority.

As appropriate, the staff member shall report the matter and the resolution to the building principal or immediate supervisor.

Second Level – If the issue cannot be resolved satisfactorily at the first level, the complainant shall discuss this issue with the building principal or the employee’s immediate supervisor.

Third Level – If a satisfactory solution is not achieved by discussion with the building principal or immediate supervisor, a conference shall be scheduled with the Superintendent or designee. The principal or supervisor shall provide to the Superintendent or designee a written report that includes the specific nature of the complaint, brief statement of relevant facts and actions taken, how the complainant has been affected adversely, the action requested, and the reasons why such action should be taken or not taken.

Fourth Level – Should the matter not be resolved by the Superintendent or designee or is beyond his/her authority and may require Board action, the Superintendent or designee shall provide the Board with the complete report.

Final Level – After reviewing all information provided to the Board, the Board may provide the complainant with a written decision or may not take any action in which event the disposition of the matter by the Superintendent shall be final.

Complaints About The Superintendent Of Schools

Any complaint about the Superintendent of Schools shall be made in writing, signed by the complainant, and be directed to the President of the Council Rock Board of School Directors. Such complaint must specifically reference this Policy 906 to receive formal Board action. The President will receive the complaint and distribute the complaint to all members of the Board of School Directors for review and discussion at an executive session, when appropriate, prior to the next scheduled meeting of the Board. Thereafter, the Board President will report any action to be taken by the Board to the complainant.

NCLB Complaint Procedure

20 U.S.C.
Sec. 7844

Complaints alleging violations of law in the district’s administration of NCLB education programs shall be processed in accordance with the following procedure.

The complaint must be filed with the district as a written, signed statement that identifies:

1. Alleged NCLB violation.
2. Facts supporting the alleged violation.

3. Supporting documentation, such as information on discussions, correspondence or meetings with the district regarding the complaint.

Complaints shall be referred to the Superintendent or designee.

The Superintendent or designee will conduct an independent investigation, which may include but not be limited to:

1. On-site visit to the building that is the subject of the complaint.
2. Opportunity to present evidence by all individuals and/or organizations involved.
3. Opportunity for each side to question parties of other side and witnesses.

When the investigation is completed, the Superintendent or designee will prepare a report with a recommendation for resolving the complaint. The report will include:

1. Name of the individual or entity filing the complaint.
2. Nature of the complaint.
3. Summary of the investigation.
4. Recommended resolution.
5. Reasons for the recommended resolution.

All parties involved in the complaint will be notified of the resolution of the complaint by the Superintendent or designee.

The Superintendent or designee will ensure that the resolution of the complaint is implemented.

The time period between receipt and resolution of a complaint will not exceed sixty (60) calendar days, unless circumstances require additional time.

Either party may appeal the final resolution to the Pennsylvania Department of Education.

Division of Federal Programs
PA Department of Education
333 Market Street
Harrisburg, PA 17126-0333

References:

No Child Left Behind Act – 20 U.S.C. Sec. 7844