

# SUN AREA TECHNICAL INSTITUTE

SECTION: COMMUNITY

TITLE: PUBLIC COMPLAINTS

ADOPTED: February 20, 2003

REVISED:

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|                                 | 906. PUBLIC COMPLAINTS   |
| 1. Authority                    | <p>Any parent 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 center. 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 center 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 Professional Staff Member</u></p> <p><b>First Level</b> - A matter specifically directed toward a professional staff member shall be addressed initially to the concerned staff member, who shall discuss it with the complainant and make every effort to provide a reasoned explanation or take appropriate action within his/her authority.</p> <p>As appropriate, the staff member shall report the matter and whatever action may have been taken to the principal/supervisor.</p> <p><b>Second Level</b> - If the matter cannot be satisfactorily resolved at the first level, it shall be discussed by the complainant with the principal/supervisor.</p>           |

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|          | <p><b>Third Level</b> - If a satisfactory solution is not achieved by discussion with the principal/supervisor, the principal/supervisor shall schedule a conference with the Administrative Director or designee. The principal/supervisor will furnish to the Administrative Director or designee a report which includes the specific nature of the complaint, a brief statement of relevant facts, the allegation of how the complainant has been affected adversely, the action which the complainant requests, and the reasons why such action should be taken.</p> <p><b>Fourth Level</b> - Should the matter not be resolved by the Administrative Director or designee or is beyond his/her authority and requires Joint Operating Committee action, the Administrative Director or designee shall provide the Joint Operating Committee with a complete report.</p> <p><b>Final Level</b> - The Joint Operating Committee, after reviewing all materials relative to the case, shall provide the complainant with its written decision and may grant a hearing before the Joint Operating Committee or a committee of the Joint Operating Committee.</p> <p>The complainant shall be advised of the Joint Operating Committee's decision, in writing, no more than ten (10) days following the hearing.</p> <p><u>Matters Regarding An Administrative Staff Member</u></p> <p>In the case of a complaint directed toward an administrative staff member, the procedure specified in this policy shall be followed. The complaint shall be discussed initially with the person toward whom it is directed. If a satisfactory resolution is not achieved at the first level, the matter shall be brought to higher levels in accordance with the organizational structure of the center, terminating with the Joint Operating Committee.</p> <p><u>Matters Regarding A Classified Staff Member</u></p> <p>In the case of a complaint directed toward a classified staff member, the procedure specified in this policy shall be followed. The complaint shall be discussed initially with the person to whom it is directed. If a satisfactory resolution is not achieved at the first level, the matter shall be discussed with the person's supervisor, and then brought to higher levels in accordance with the organizational structure of the school, terminating with the Joint Operating Committee.</p> |
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Matters Regarding A Program, Operation Or Instructional Materials

A request, suggestion, or complaint relating to a matter of center policy, procedure, program, operation or instructional materials shall be addressed initially to the principal/supervisor and then brought to higher levels of authority in the manner prescribed in this policy.

Matters Regarding Student Progress And Well-Being

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

If any sending school schedules an exceptional student into any center program without following the due process procedure or schedules any other student for whom the law, courts, or Department of Education regulations require a due process hearing, or do not notify the center that a given student is an exceptional student even though the due process hearing has been carried out, those individuals or sending districts shall be responsible for the assignment of such students to the center.