

SHALER AREA SCHOOL DISTRICT

POLICY 219

SECTION: PUPILS
 TITLE: STUDENT COMPLAINT PROCESS
 ADOPTED: May 20, 1998
 REVISED:

219. STUDENT COMPLAINT PROCESS

- 1.Purpose** The Board recognizes that students have the right to request redress of complaints. Further, the Board believes that the inculcation of respect for lawful procedures is an important part of the educational process. Accordingly, individual and group complaints should be recognized and appropriate appeal procedures should be provided.
- 2.Definition** For purposes of this policy, a student complaint shall be any such that arises out of actions that directly affect the student's participation in an approved educational program.
- 3.Authority** The Board and/or its employees will recognize the complaints of the students of this district, provided that such complaints are made according to guidelines established by Board policy.
- 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.
- The complaint may then be submitted, in turn, to the building principal, the Superintendent and the Board and at each level, the student shall be afforded the opportunity to be heard personally by the school authority.
- At each step beyond the first, the school authority hearing the complaint may call in the student's parent.
- The student may seek the help of a parent or a guardian at any step.