

**EASTERN  
WESTMORELAND  
CAREER &  
TECHNOLOGY CENTER**

SECTION: PUPILS

TITLE: STUDENT COMPLAINT  
PROCESS

ADOPTED: SEPTEMBER 24, 2014

REVISED:

219. STUDENT COMPLAINT PROCESS	
1. Purpose	The Joint Operating Committee recognizes that students have the right to request redress of complaints. It also recognizes that students have the right to enjoy an educational environment free from the forms of discrimination, including harassment. Further, the Joint Operating Committee believes that the imparting of respect for lawful procedures is an important part of the educational process. Accordingly, individual and group complaints shall be recognized, and appropriate appeal procedures shall be provided and implemented.
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 Joint Operating Committee authorizes the Administrative Director or designee to act positively to recognize and investigate the complaints of the students of the center, and to remedy the complaint when an allegation is determined to be valid, provided that such complaints are made according to procedures established by policy.
Pol. 218	The Joint Operating Committee also recognizes the serious and adverse affect of false accusations on innocent individuals. False accusations shall result in disciplinary action.
4. Guidelines	<p>The student should first make the complaint known to the staff member most closely involved or, if none is identifiable or if the closest staff member is the individual against whom the complaint is made, the student's guidance counselor at either the center or the sending high school; both shall attempt to resolve the issue informally and directly with those persons involved.</p> <p>For complaints that must move beyond the first step, the student shall prepare a written statement of his/her complaint, which shall set forth:</p> <ol style="list-style-type: none"> <li>1. Specific nature of the complaint and a brief statement of relevant facts.</li> </ol>

2. A proposed solution to the complaint.

The individual against whom the allegation is raised shall also be asked to submit an account of the facts.

The complaint may be, but is not required to be, made on a form provided by the center.

The complaint may then be submitted, in turn, to the Administrative Director with a suitable period of time allowed for the hearing of the complaint and the preparation of a response. In no case should this period exceed thirty (30) days.

If the resolution proposed by the Administrative Director fails to provide a response satisfactory to the complainant, the third level is established. The complaint will then be submitted to the Joint Operating Committee for a hearing of the complaint. The Joint Operating Committee shall be provided with the complaint for hearing at the next regularly scheduled meeting.

At each step beyond the first, the school authority shall be in contact with the student's parents/guardians. The student may seek the assistance of a parent/guardian at any step. At each step, the complainant shall indicate written consent to or rejection of the resolution to the issue.

References:

School Code – 24 P.S. Sec. 1850.1

Joint Operating Committee Policy – 218