

SECTION: COMMUNITY

TITLE: PUBLIC COMPLAINTS

ADOPTED: August 23, 2012

REVISED:

NORTHERN TIER CAREER CENTER

<p>1. Authority</p> <p>2. Delegation of Responsibility</p> <p>3. Guidelines</p>	<p style="text-align: center;">906. PUBLIC COMPLAINTS</p> <p>The Joint Operating Committee welcomes inquiries, suggestions, and constructive criticism regarding the center’s programs, personnel, operations and facilities.</p> <p>Any parent/guardian, student, resident or community group of a participating district shall have the right to present a request, suggestion or complaint. The Joint Operating Committee intends to provide a fair and impartial method for seeking appropriate resolution.</p> <p>Attempts to resolve such concerns and complaints shall begin with informal, direct discussions among the affected parties, following the established guidelines and the organizational structure of the center. Only when informal meetings fail to resolve the issue shall more formal procedures be utilized.</p> <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> <p><u>General Complaint Procedure</u></p> <p>General complaints about Joint Operating Committee policy, administrative regulations, programs, operations, facilities and personnel shall be processed in accordance with the following procedure.</p> <p>First Level - Complaints and requests shall be addressed initially to the concerned employee, who shall discuss it with the complainant and attempt to provide a reasonable explanation or take appropriate action within the employee’s authority.</p> <p>As appropriate, the staff member shall report the matter and the resolution to the building administrator or immediate supervisor.</p>
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Second Level - If the issue cannot be resolved satisfactorily at the first level, it shall be discussed by the complainant with the building administrator or the employee's immediate supervisor.

Third Level - If a satisfactory solution is not achieved by discussion with the building administrator or immediate supervisor, a conference shall be scheduled with the Administrative Director or designee. The building administrator or supervisor will provide to the Administrative Director or designee a report that includes the specific nature of the complaint, brief statement of relevant facts, 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 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.

Final Level - After reviewing all information relative to the complaint, the Joint Operating Committee 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.

The complainant shall be advised of the Joint Operating Committee's decision, in writing, no more than ten (10) days following the hearing.

References:

School Code – 24 P.S. Sec. 1850.1

Joint Operating Committee Policy – 008