

NORTHERN WESTMORELAND CAREER AND TECHNOLOGY CENTER

SECTION: COMMUNITY
TITLE: PUBLIC COMPLAINTS
ADOPTED: October 20, 2011
REVISED:

906. PUBLIC COMPLAINTS	
1. Authority	<p>Any parent/guardian 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 Staff Member</u></p> <p>First Level - A matter specifically directed toward a staff member shall be addressed initially to the concerned employee, who shall discuss it with the complainant and make every effort to provide a reasoned 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> <p>Second Level - If the matter cannot be satisfactorily resolved at the first level, it shall be discussed by the complainant with the building administrator or the employee's immediate supervisor.</p>

	<p>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, and a brief statement of relevant facts, how the complainant has been affected adversely, the action requested, and the reasons why such action should be taken.</p> <p>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.</p> <p>Final Level - 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>Pol. 008 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 Non-Instructional Staff Member</u></p> <p>Pol. 008 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 center, terminating with the Joint Operating Committee.</p>
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Matters Regarding A Program/Operation/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 building administrator and then brought to higher levels of authority in the manner prescribed in this policy.

Matters Regarding Student Progress/Well-Being

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