1. Purpose

A resident or community group of a participating district shall have the right to present a request, a suggestion or a complaint concerning school personnel, the program or the operation of the school. At the same time, the Joint Operating Committee has a duty to protect its staff from harassment. It is the intent of this policy to provide a fair and impartial manner for seeking appropriate remedies.

2. Authority

Misunderstandings between the public and the school shall be resolved by direct, informal discussion(s) among the parties involved. It is only when such informal meetings fail to resolve the differences that more formal procedures will be employed.

3. Delegation of Responsibility

Requests, suggestions or complaints shall be referred to the Executive Director or a designee. In the event that further action is warranted, the following guidelines shall apply.

4. Guidelines

Matters Regarding Teaching Staff Member, Administrative Staff Member, Non-instructional Staff Member

First Level - The matter shall be addressed initially to the staff member, and every effort shall be made to resolve the complaint within his/her authority. As appropriate, the staff member shall report the matter and whatever action may have been taken to the Executive Director.

Second Level - If a satisfactory solution is not achieved at the first level, a conference shall be scheduled with the Executive Director, with a report stating the specific nature of the complaint, its adverse effect, and action which the complainant seeks.

Third Level - Should the matter not be resolved by the Executive Director, or if it is beyond his/her authority, the Executive Director shall furnish a report to the Joint Operating Committee. The Joint Operating Committee shall review all material relating to the case and shall grant a hearing before a committee of its members. The complainant shall be advised in writing of the committee's decision no more than ten (10) days following the hearing.

Matters Regarding A Program, Operation Or Instructional Materials

A request, suggestion or complaint relating to a matter of school policy, procedure, program, operation or instructional materials should be addressed initially to the Executive Director and then brought in turn to higher levels of authority as described for the process above.