

BLOOMSBURG AREA SCHOOL DISTRICT Policy Manual
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Section: COMMUNITY
Title: PUBLIC COMPLAINTS
Date Adopted: August 17, 1981
Date Last Revised: March 15, 2004

906. PUBLIC COMPLAINTS

- .1 Any resident or community group shall have the right to present a request, suggestion or complaint concerning district personnel, the program, or the operations of the district. At the same time, the Board has a duty to protect its staff from unnecessary harassment. It is the intent of this policy to provide a fair and impartial manner for seeking appropriate remedies.

- .2 Any misunderstanding between the public and the school district shall be resolved by direct discussions of an informal type among the interested parties. It is only when such informal meetings fail to resolve the differences that more formal procedures will be employed.

- .3 Any requests, suggestions or complaints reaching Board members and the Board shall be referred to the Superintendent for consideration and action. In the event that further action is warranted, based on the initial investigation, such action shall be in accordance with the following procedures.
 - .31 Matters Regarding a Teaching Staff Member
 - .311 First Level – A matter specifically directed toward a teaching staff members shall be addressed, initially, to the concerned staff member who shall discuss it with the complainant and make every effort to provide a reasoned explanation or take appropriate action within his/her authority. As appropriate, the staff member shall report the matter, and whatever action may have been taken, to the building principal or program director. If the matter cannot be resolved at the first level, it shall be discussed with the building principal.

 - .312 Second Level – If the matter cannot be satisfactorily resolved at the first level, it shall be discussed by the complainant with the

building principal. As appropriate, the building principal shall report the matter, and whatever action has been taken, to the Superintendent.

.313 Third Level – If a satisfactory solution is not achieved by discussion with the building principal, the complainant shall discuss the problem with the Superintendent. If a satisfactory solution is not achieved by this discussion, the matter shall be referred to the Board.

.314 Fourth Level – Should the matter still not be resolved by the Superintendent, or if it is beyond the Superintendent’s authority and requires Board action, the Superintendent shall furnish the Board with a complete report. The Board, after reviewing all material relating to the case, shall provide the complainant with an opportunity to discuss the matter with the full Board or a committee of the Board.

.32 Matters Regarding an Administrative Staff Member

In the case of a complaint directed toward an administrative staff member, the general procedure specified in Section .31 shall be followed. The complaint shall be discussed, initially, with the person toward whom it is directed and if a satisfactory resolution is not achieved at this level, the matter shall be brought, as required to higher levels in accordance with the organization chart of the school district, terminating with the school Board.

.33 Matters Regarding a Classified Staff Member

In the case of a complaint directed toward a classified staff member, the complaint is to be directed, initially, to the person’s superior, and the matter than brought, as required, to higher levels in accordance with the organization chart of the school district in the manner prescribed in Section .31.

.34 Matters Regarding a Program, Operation or Instructional Materials

A request, suggestion, or complaint, relating to a matter of district or school policy, procedure, program, operation, or instructional materials, should be addressed, initially, to the building principal or the head of the classified employee who is most directly concerned, and then brought, in turn, to higher levels of authority in the manner prescribed in Section .31.

.35 Matters Regarding Pupil Progress and Well-Being

In the case of a complaint directed toward this area, the general procedures specified in Section .31 shall be followed.