

# WALLINGFORD- SWARTHMORE SCHOOL DISTRICT

SECTION: PUPILS

TITLE: COMPLAINT PROCESS

ADOPTED: July 17, 2006

REVISED: February 9, 2015

219. COMPLAINT PROCESS	
1. Purpose	The district recognizes that students have the right to request redress of complaints. In addition, the district believes that the inculcation 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.
2. Definition	For purposes of this policy, a complaint shall be one that arises from actions or situations that affects the student's participation in an approved district program.
3. Authority	The district shall recognize the complaints of students, provided that such complaints are submitted according to the guidelines established by Board policy.
4. Guidelines	<p>The student shall first make the complaint known to the staff member most closely involved or, if none is identifiable, a guidance counselor or administrator; and both shall attempt to resolve the issue informally and directly.</p> <p>For complaints that are not responded to within five (5) days at the first step, the complaint may then be submitted to the principal.</p> <p>For complaints that are not resolved at the first step, the student shall prepare a written statement of the complaint which shall set forth the specific nature of the complaint and a brief statement of the facts giving rise to it. This statement should be submitted to an administrator or if the administrator is the source of the complaint, then the Superintendent.</p> <p>For complaints that are not responded to within ten (10) days at the second step, the complaint may then be submitted to the Superintendent for review. The Superintendent may: assign this to a subcommittee, meet with the family, or give the complaint back to the principal with direction for action.</p> <p>At each level the student shall have the right to be heard personally by the school authority.</p> <p>A student shall not be subjected to any reprisals because of filing a complaint.</p>

References:

School Code – 24 P.S. Sec. 510