

	<p>9 0 6 . P U B L I C C C M P L A I N T S</p>
1. Authority	<p>The Joint 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 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>
2. Delegation of Responsibility	<p>Any requests, suggestions or complaints reaching individual Joint Committee members and the Joint Committee as a whole shall be referred to the 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>General Complaint Procedure</u></p> <p>General complaints about Joint Committee policy, administrative regulations,</p>

	<p>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 Director.</p> <p>Second Level - If the issue cannot be resolved satisfactorily at the first level, it shall be discussed by the complainant with the Director.</p> <p>Third Level - Should the matter not be resolved by the Director or designee or is beyond his/her authority and requires Joint Committee action, the Director or designee shall provide the Joint Committee with a complete report.</p> <p>Final Level - After reviewing all information relative to the complaint, the Joint Committee shall provide the complainant with its written decision and may grant a hearing before the Joint Committee or a committee of the Joint Committee.</p> <p>The complainant shall be advised of the Joint Committee's decision, in writing, no more than ten (10) days following the hearing.</p> <p>References:</p> <p>School Code – 24 P.S. Sec. 1850.1</p> <p>Joint Committee Policy – 008</p>
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