



STONE VALLEY COMMUNITY CHARTER SCHOOL

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POLICY OF THE BOARD OF TRUSTEES

Title: Public Complaints
Policy Number: 906
Adopted: September 8, 2016
Revised:

PURPOSE

The Board welcomes inquiries, suggestions, and constructive criticism regarding the Charter School's programs, personnel, operations, and facilities. Any parent/guardian, student, resident, or community group shall have the right to present a request, suggestion, or complaint. The Board intends to provide a fair and impartial method for seeking appropriate resolution.

AUTHORITY

20 US Code 7844

Attempts to resolve public concerns and complaints of the community shall begin with informal, direct discussions among the affected parties, following established guidelines and Charter School organizational structure. Only when informal meetings fail to resolve the issue shall more formal procedures be utilized.

In accordance with the law, the Board shall adopt a written procedure that provides parents/guardians, public agencies, other individuals, and organizations a means to submit and resolve complaints alleging violations in the administration of educational programs under the No Child Left Behind Act. The complaint procedure shall be available to the public, a copy maintained in the Charter School and be distributed annually to parents/guardians and staff.

Any requests, suggestions or complaints directed to individual Board members and/or the Board shall be referred to the Director of Education or Director of Operations for consideration and action. If further action is warranted, based on the initial investigation, such action shall proceed in accordance with the established guidelines.

GUIDELINES

General Complaint Procedure

General complaints about the Board policy and Charter School procedures, programs, operations, facilities and personnel shall be processed in accordance with the Grievance policy previously approved by the Board.

NCLB Complaint Procedure

Complaints alleging violations of law in the Charter School's administration of NCLB educational programs shall be processed in accordance with the following procedure:

The complaint must be filed with the Charter School as a written, signed statement that identifies:

1. Alleged NCLB violation
2. Facts supporting the alleged violation
3. Supporting documentation, such as information on discussions, correspondence or meetings with the Charter School regarding the complaint

Complaints shall be referred to the Director of Education who will conduct an independent investigation.

When the investigation is complete, the Director of Education will prepare a report with a recommendation for resolving the complaint. The report will include:

1. Name of the individual or organization filing the complaint
2. Nature of the complaint
3. Summary of the investigation
4. Recommended resolution
5. Reasons for recommended resolutions

The Director of Education will submit the report to the Board of Trustees, who will determine whether further investigation is required and/or the school's final response.

All parties involved will be notified of the resolution of the complaint by the Director of Education or designee.

The Director of Education will ensure that the resolution of the complaint is implemented.

The time period receipt and resolution of a complaint will not exceed

60 calendar days unless circumstances require additional time.

Either party may appeal the final resolution to the Pennsylvania Department of Education.

Division of Federal Programs
Pennsylvania Department of Education
33 Market St.
Harrisburg, Pa 17126-0333

President—Board of Trustees

Secretary—Board of Trustees

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