

# CHESTER COUNTY INTERMEDIATE UNIT 24

SECTION: COMMUNITY  
TITLE: PUBLIC COMPLAINTS  
ADOPTED: MARCH 20, 2019  
READOPTED: JULY 8, 2020

## 906. PUBLIC COMPLAINTS

Policy Section	Policy Description
1. Purpose	<p>The Board welcomes inquiries, suggestions, and constructive criticism regarding the Intermediate Unit’s programs, services, personnel and/or operations. Any parent/guardian, student, resident or community group of a member school district shall have the right to present a request, suggestion or complaint. The Board adopts this policy to establish procedures for seeking appropriate resolution to complaints.</p>
2. Authority	<p>Attempts to resolve concerns and complaints between the public and the Intermediate Unit shall begin with informal, direct discussions among the affected parties, following the established guidelines and organizational structure of the Intermediate Unit. Only when informal meetings fail to resolve the issue shall more formal procedures be utilized.</p> <p>Chester County Intermediate Unit is the recipient of federal education funds that bring it under the requirements of various federal legislation and regulations. Consistent with federal and state 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 in accordance with state and federal law. The complaint procedure shall be available to the public, a copy maintained in each school, and be distributed annually to parents/guardians and staff.</p> <p>Legal Reference: 20 U.S.C., Sec. 7844</p> <p>Any requests, suggestions or complaints directed to individual Board members and/or the Board shall be referred to the Executive Director for consideration and action. If further action is warranted, based on the initial investigation, such action shall be in accordance with the following procedures.</p>
3. Guidelines	<p><u>General Complaint Procedure</u></p> <p>General complaints about Board policy and Intermediate Unit procedures, programs, services, operations, facilities and personnel shall be processed in accordance with</p>

<p>state and federal laws.</p> <p>It is the intent of the Board that complaints, concerns and suggestions be addressed and/or resolved at the lowest appropriate level.</p> <p>At all levels of this procedure, Intermediate Unit employees shall make a determination as to whether the complaint should proceed as outlined in this policy or if the complaint should be submitted through a specialized complaint process addressed in a separate Board policy, Intermediate Unit procedure or administrative regulation that is directly related to the nature of the complaint.</p> <p>The employee shall attempt to provide a reasonable explanation or take appropriate action within the employee's authority. The employee shall report the matter and the resolution to the building administrator or program supervisor.</p> <p>When an informal discussion fails to resolve the complaint, employees shall begin the CCIU's formal complaint process.</p> <p>The Executive Director shall be responsible for developing, implementing and overseeing administrative procedures for the formal complaint process in compliance with state and federal laws.</p> <p>First Level - Complaints and requests shall be addressed initially to the concerned employee.</p> <p>Second Level - If the issue cannot be resolved satisfactorily at the first level, it shall be discussed by the complainant with the building administrator or program supervisor.</p> <p>Third Level - If a satisfactory solution is not achieved by discussion with the building administrator or program supervisor, a conference shall be scheduled with the Executive Director or designee.</p> <p>Fourth Level - Should the matter not be resolved by the Executive Director or designee or is beyond his/her authority and requires Board action, the Executive Director or designee shall provide the Board with a complete report.</p> <p>Final Level - After reviewing all information relative to the complaint, the Board shall provide the complainant with its written decision and may grant a hearing before the Board or a committee of the Board.</p> <p>The complainant shall be advised of the Board's decision, in writing, no more than ten (10) days following the hearing.</p> <p><u>Complaint Procedure Regarding Federally Funded Programs</u></p> <p>Complaints alleging violations of law in the Intermediate Unit's administration of federally-funded education programs shall be processed in accordance with the</p>
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<p>References:</p>	<p>procedures established by the Executive Director and in accordance with federal law.</p> <p>Legal Reference: 20 U.S.C., Sec. 7844</p> <p>The time period between receipt and resolution of a complaint shall not exceed sixty (60) calendar days, unless circumstances require additional time.</p> <p>The complainant may appeal the final resolution to the Pennsylvania Department of Education.</p> <p>Division Chief Division of Federal Programs PA Department of Education 333 Market Street Harrisburg, PA 17126-0333</p> <p>Every Student Succeeds Act – 20 U.S.C. Sec. 7844</p> <p>24 P.S. 914-A</p>
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