

906-AR. PUBLIC COMPLAINTS

Complaints should be discussed whenever possible with the person who is responsible for the activity that is of concern to the complainant, i.e. at the lowest level of the Table of Organization, nearest to the problem.

1. If a complaint relates to a concern about an employee, the complaint should be discussed with the employee as soon as possible after the issue is identified.
2. If, after discussing the complaint with the employee directly involved, the complainant is not satisfied, s/he should then reduce the concern to writing and arrange an appointment to meet with the employee's immediate supervisor (principal, Director of Transportation, Director of Maintenance, Director of Food Services, etc.).
3. If the complainant is not satisfied after discussing the complaint with the employee's immediate supervisor, the complainant should then present it in writing to the Superintendent of Schools at the School District Administration Building at 1901 East Paper Mill Road, Oreland, Pennsylvania 19075.
4. If this process does not result in positive solution, the complainant and/or the superintendent can submit the written complaint to the School Board, whose address is as shown in the student calendar.
5. All complaints will be handled in a fair and timely manner and the decision of the School Board shall be final. The President shall consult with any appropriate individual, or with the Board itself, in reaching a decision.