

**LUZERNE
INTERMEDIATE
UNIT #18**

**SECTION: COMMUNITY
TITLE: PUBLIC COMPLAINTS
ADOPTED: NOVEMBER 20, 2002
REVISED: NOVEMBER 18, 2015**

906. PUBLIC COMPLAINTS	
1. Authority	<p>Any parent, resident or community group shall have the right to present a request, suggestion or complaint concerning intermediate unit personnel, programs, or operations of the intermediate unit. At the same time, the Board has a duty to protect its staff from unnecessary harassment. It is the Board’s intent to provide a fair and impartial manner for seeking appropriate remedies.</p> <p>Any misunderstandings between the public and the intermediate unit shall be resolved by informal, direct discussions among the interested parties, following the established organizational structure. Only when informal meetings fail to resolve the differences shall more formal procedures be employed.</p>
2. Delegation of Responsibility	<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 established guidelines.</p>
3. Guidelines	<p><u>Matters Regarding A Staff Member</u></p> <p>First Level – A matter specifically directed toward a staff member shall be addressed initially to the concerned employee, who shall discuss it with the complainant and make every effort 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 immediate supervisor.</p> <p>Second Level – If the matter cannot be resolved satisfactorily at the first level, it shall be discussed by the complainant with the employee’s immediate supervisor.</p>

Third Level – If a satisfactory solution is not achieved by discussion with the immediate supervisor, a conference shall be scheduled with the Executive Director or designee. The supervisor will provide to the Executive Director or designee a report that includes the specific nature of the complaint, and a brief statement of relevant facts, how the complainant has been affected adversely, the action requested, and the reasons why such action should be taken.

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.

Final Level – The Board, after reviewing all material relative to the case, shall provide the complainant with its written decision and may grant a hearing before the Board or a committee of the Board.

The complainant shall be advised of the Board's decision, in writing, no more than ten (10) days following the hearing.

Matters Regarding A Program, Operation or Instructional Materials

A request, suggestion, or complaint relating to a matter of intermediate unit or Board policy, procedure, program, operation or instructional materials shall be addressed initially to the program supervisor who is directly concerned and then brought to higher levels of authority in the manner prescribed in this policy.

Matters Regarding Student Progress and Well-Being

In the case of a complaint directed toward this area, the guidelines specified in this policy shall be followed.