

**MONTGOMERY  
COUNTY  
INTERMEDIATE  
UNIT #23**

SECTION: COMMUNITY

TITLE: PUBLIC COMPLAINT PROCEDURES

ADOPTED: September 26, 2018

REVISED:

906. PUBLIC COMPLAINT PROCEDURES	
1. Purpose	<p>The Board welcomes inquiries, suggestions, and constructive criticism regarding the Intermediate Unit’s programs, services, personnel 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 intends to provide a fair and impartial method for seeking appropriate resolution.</p> <p>Nothing in these Public Complaint Procedures shall be intended to substitute the complainant’s rights that may exist to challenge an adjudication of the Board under the Local Agency Act or address any issues that may be covered under an Intermediate Unit Collective Bargaining Agreement, or other policy that establishes an alternate procedure of redress.</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>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>
20 U.S.C. 7844	<p>The Board directs parents/guardians, other individuals and organizations alleging violations of law in the Intermediate Unit's administration of federally-funded programs to submit complaints in accordance with the separate federal program complaint procedure established in this policy.</p>
3. Guidelines	<p><u>General Complaint Procedure</u></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</p>

<p>20 U.S.C. 7844</p>	<p>addressed in a separate Board policy, Intermediate Unit procedure or administrative regulation that is directly related to the nature of the complaint.</p> <p>First Level- General complaints about Board policy and Intermediate Unit procedures, programs, services, personnel and operations shall begin with an informal, direct discussion between the complainant and Intermediate Unit employee who is most directly involved. 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>Second Level - If the issue cannot be resolved satisfactorily at the first level, the complainant shall submit a written complaint to the building administrator, program supervisor or designee and a conference may be scheduled with the complainant. The written complaint shall include the contact information of the person or group filing the complaint, the specific nature of the complaint, a brief statement of relevant facts, how the complainant has been affected adversely, and the action requested. The building administrator, program supervisor or designee shall provide a written response to the complainant.</p> <p>Third Level - If a satisfactory resolution is not achieved with the building administrator, program supervisor or designee, the complaint shall be referred to the Executive Director or designee. The Executive Director or designee shall review the complaint and may schedule a conference with the complainant. The Executive Director or designee shall provide a written response to the complainant.</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 refer the complaint to the Board.</p> <p>Final Level- The Board, after reviewing all information relative to the complaint, shall provide the complainant with its written response. The Board may, at its discretion, grant a hearing before the Board or a committee of the Board. If a hearing is granted, the complainant shall be advised of the Board's response, in writing, no more than thirty (30) days following the hearing.</p> <p><u>Complaint Procedure for Federal Programs</u></p> <p>Complaints alleging violations of law in the Intermediate Unit’s administration of federally-funded programs shall be processed in accordance with the following procedure.</p> <p>The complainant shall submit a written, signed statement to the Intermediate Unit’s administration office that includes:</p> <ol style="list-style-type: none"> <li>1. Contact information of the individual or organization filing the complaint.</li> </ol>
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2. Alleged federal program violation.
3. Facts supporting the alleged violation.
4. Supporting documentation, such as information on discussions, correspondence or meetings with Intermediate Unit staff regarding the complaint.

Intermediate Unit staff shall forward complaints to the Intermediate Unit administrator responsible for federal programs, who will notify the Executive Director and acknowledge receipt of the complaint in writing.

The Intermediate Unit administrator responsible for federal programs shall conduct an independent investigation, which may include, but not be limited to:

1. On-site visit to the building that is the subject of the complaint.
2. Opportunity to present evidence by all individuals and/or organizations involved.
3. Opportunity for participants to ask questions of each other and witnesses.

When the investigation is completed, the Intermediate Unit administrator responsible for federal programs shall prepare a written report with a recommendation for resolving the complaint. The report shall 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 the recommended resolution.

The Intermediate Unit administrator responsible for federal programs shall submit the written report to the Executive Director, who will determine whether further investigation is required and/or the Intermediate Unit's final response.

All individuals and/or organizations making the complaint or that are the subject of the complaint shall be notified of the resolution of the complaint by the Executive Director or designee.

The Intermediate Unit administrator responsible for federal programs shall ensure that the resolution of the complaint is implemented.

The time period between receipt and resolution of a complaint shall not exceed sixty

<p>4. Delegation of Responsibility</p> <p>5. References</p>	<p>(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 style="text-align: center;">Division Chief Division of Federal Programs PA Department of Education 333 Market Street Harrisburg, PA 17126-0333</p> <p>The Intermediate Unit shall annually notify parents/guardians, employees and the public of this policy and established complaint procedures via the Intermediate Unit website, newsletters, posted notices and/or other efficient communication methods.</p> <p>20 U.S.C. 7844 24 P.S. 914-A</p>
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