

AVON GROVE SCHOOL DISTRICT

SECTION: PUPILS

TITLE: STUDENT COMPLAINT
PROCESS

ADOPTED: April 25, 2000

REVISED: February 23, 2012

219. STUDENT COMPLAINT PROCESS	
1. Purpose	The Board recognizes that students have the right to request redress of complaints. Further, the Board believes that the inculcation of respect for lawful procedures is an important part of the educational process. Accordingly, individual and group complaints should be recognized and appropriate appeal procedures provided.
2. Definition Policies 103, 248, 252	For purposes of this policy, a student complaint shall be any such that arises out of actions that directly affect the student's participation in an approved educational program. Student complaints arising from alleged unlawful harassment, discrimination, bullying or hazing are not appropriately made under this policy and should be made in accordance with the relevant Board policy and administrative regulations.
3. Authority 24 P.S. 5-510	The Board or its employees will recognize the complaints of the students of this district provided that such complaints are made according to procedures established by Board policy.
4. Guidelines Policy 233	<p>The student should make the complaint known to the staff member most closely involved or, if none is identifiable, his/her guidance counselor and both shall attempt to resolve the issue informally and directly. The staff member or guidance counselor shall prepare a written report of the conference and its conclusion.</p> <p>The complaint process referenced in this policy shall not be utilized with regard to student disciplinary matters of any kind.</p>