

Sylvan Heights Science Charter School

Policy Number: 326

Policy Title: Complaint Process

Approved: September 21, 2020

Revised:

Authority:

It is the Board's intent to establish reasonable and effective means of resolving conflicts among employees to reduce potential areas of complaints, and to establish and maintain clear two-way channels of communication between supervisory personnel and Sylvan Heights Science Charter School (School) employees.

There shall be no reprisals of any kind taken against any employees or their representatives because of support of or participation in a complaint, unless it is determined that the complaint was knowingly filed upon false information or in bad faith.

Delegation of Responsibility:

The Board directs the Principal/Chief Academic Officer (CAO) or designee to establish a process that will facilitate proper and equitable solutions to complaints by School employees at the lowest appropriate level.

Guidelines:

Complaints should be discussed in a private, informal conference between the parties involved. At least one (1) private meeting should take place between the parties before the complaint process is invoked.

A complainant may be represented or accompanied by anyone s/he chooses at any level of the complaint process.

All documents, communications, and records relevant to a complaint shall be filed in a separate file and not kept in the personnel file of any of the participants.

Legal:

24 P.S. § 5-510