

# THE SCHOOL DISTRICT OF PHILADELPHIA

SECTION: PUPILS  
TITLE: Student Complaint Process  
ADOPTED: April 27, 1981  
REVISED: December 17, 1990

## 219 STUDENT COMPLAINT PROCESS

### **Purpose**

The Board of Education 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.

### **Definitions**

For purposes of this policy, student "complaint" shall be any that arise from action that directly affects the student's participation in an approved educational program.

### **Authority**

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.

### **Guidelines**

Students are to be encouraged to first discuss the complaint with the staff member involved and, in the process, *may seek the assistance and be accompanied by another student or faculty member* .

If the problem is not solved, the student shall give the complaint in writing to the principal who shall then notify the parent or guardian. The principal within five days shall call a meeting of the student who may be accompanied by parent and/or advisor and the staff member who may be accompanied by a union representative to discuss the complaint. In no more than 3 days after the

meeting, the principal shall give his/her decision in writing to the student, parent and staff member.

The student's written complaint which shall set forth:

1. the specific nature of the complaint and a brief statement of the facts giving rise to it;
2. the manner in which and extent to which the student believes s/he has been adversely affected;
3. the relief sought by the student;
4. the reasons why the student feels s/he is entitled to the relief sought.

Should the student's complaint be against the principal, or against a policy the principal has supported, the student may complain directly to the district superintendent.

If the complaint is not settled to the student's satisfaction by the principal, the student may appeal, in writing, to the district superintendent who within five school days will call a meeting and give a decision.

The student may seek the assistance of a parent or guardian at any step.

The school authority hearing the complaint may call in the student's parent.

**Legal References:**

1. Pennsylvania Code Title 22, Sections 12.8; 12.15(g)