# PROCEDURES FOR COMPLAINT PROCESS

1. PURPOSE:

To provide procedures and general guidelines for the app process in the School District of Philadelphia.

1. RESPONSIBILITY:

The Office of Student Rights and Responsibilities is responsible for reviewing and investigating decisions made by school and/or central office staff to determine if the decision was made in accordance with school district policies, procedures, and protocols.

1. DECISIONS THAT CAN BE REVIEWED:
	1. Disciplinary transfers- transfers made pursuant to a disciplinary hearing
	2. Safety interim assignment to a disciplinary school – transfers made pursuant to an immediate safety concern that effects the school community
2. CRITERIA:

In all complaints, the factors that the Student Rights and Responsibilities Staff will consider include, but are not limited to:

* 1. Whether all policies and procedures were followed
	2. Whether the child's rights were violated
	3. The health, safety and welfare of the child and the school community.
1. PROCESS FOR COMPLAINTS
* For all matters listed above, complete the attached form and submit it within 15 calendar days of the decision to the Office of Student Rights and Responsibilities either in person at 440 N. Broad Street, Floor 2, and/or by email (studentrights@philasd.org), along with all relevant documentation received from the school or the central office that made the decision.
* In all complaints, a staff member in the Office of Student Rights and Responsibilities will review the form and accompanying documentation. If further documentation is required to make a decision, it will be requested from the school or central office that made the decision.
* Once all of the documents have been received, the staff member will review all materials and make a decision within 21 calendar days. There will be no hearing scheduled and the decision will be made based upon the documentation submitted. The parent and the school will be notified of the decision. The Assistant Superintendent and/or relevant central office departments will also be notified of the decision.
1. RELATED POLICIES

118: Code of Student Conduct

**Parent/ Guardian Complaint Form**

# Disciplinary assignment (AEDY) or Interim Disciplinary assignment (AEDY)

Parent/ Guardian of school district students have the right to appeal decisions made at the school or central office level, as outlined in the attached procedures. In order to file a complaint, complete this form and submit it, in person, at 440 N. Broad Street, Suite 243, or by email to studentrights@philasd.org.

Date:

Parent/ Guardian Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address:

Phone Number: Additional Number: Email address: Name of Student: **Does the child currently receive any of the following supports?**

***(Check appropriate box)***

* 504 Service Agreements
* Individualized Education Plan (IEP)
* School Therapeutic Services (STS)
* English Language Learners (ELL)

**Please check the type of decision you are appealing:**

* Disciplinary assignment to AEDY program (Camelot)
* Interim Disciplinary design to AEDY program (Camelot)

## Why do you not agree with the decision that was made?

**What outcome are you seeking?**

**Note:** To complete this complaint form, attach all documentation that supports the outcome you are seeking