

**PROCEDURES FOR FILING AND RESOLVING
COMPLAINTS**

It is the desire of the administration and Board of Education of Southwest Technology Center that any complaint a student might have about a situation or procedure at the school be resolved in an informal manner. The first step would be:

1. Review with the Instructor.
 - A. Discuss the problem or complaint with an instructor, a counselor or an administrator. Forms may be obtained from the compliance coordinator.
 - B. In situations where a solution cannot be reached in this informal manner, these steps are to be followed:
2. Review with the Compliance Coordinator.
 - A. The student must file a complaint in writing. A form will be provided for the student's convenience.
 - B. A review hearing will be scheduled within ten (10) school days and all individuals deemed necessary to give a full hearing to the complaint will be notified by the compliance coordinators.
 - C. The review hearing will be documented and signed by all parties.
 - D. If the complaint is not resolved, the student has the option of asking for a review by the superintendent or the superintendent's designee.
3. Review with the Superintendent.
 - A. The compliance coordinators will give the documentation, including the student's original complaint, to the superintendent immediately.
 - B. Upon receipt of the documentation, the superintendent will set a time and place, at the earliest convenience for all parties involved, for the complaint review. All individuals deemed necessary for a full and complete hearing will be notified by the superintendent.
 - C. The review hearing will be documented and signed by all parties.
 - D. Within a reasonable time, usually not longer than thirty (30) days, the superintendent shall provide the student with a written decision, explaining what action (if any) will be taken (or proposed to the board of education, if necessary) in response to the student's complaint, and explaining the basis for the decision. The written decision shall also advise the student that, if the student is dissatisfied with the decision, the student may request a hearing with the board of education to present the student's evidence or arguments as to why the decision is inadequate and that the superintendent (or a designated administrator) should be contacted to request and discuss arrangements for a hearing.

- E. If the complaint is not resolved, the student has the option of asking for a review by the board of education. (If a satisfactory resolution of the problem is reached, the student may still choose to talk with the board of education on the matter and will be placed on the next agenda if requested.)

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4. Review with the Board of Education
 - A. The superintendent will deliver to the president of the board of education all documentation of the complaint and the preceding review hearings.
 - B. The hearing will be scheduled at the next regularly scheduled board of education meeting, providing there is sufficient time to include the item on the agenda. (Normally the agenda is determined one week prior to the board meeting.) The student will be advised of the date, time, and place of the meeting at which the recommendation will be considered by the board. If the student fails to request a hearing within a reasonable time, usually not longer than thirty (30) days, and the recommendation is considered by the board as scheduled, the student is not entitled to have the matter reconsidered for a hearing.
 - C. The president of the board of education shall conduct the review hearing.
 - D. At a hearing requested by the student, the board will provide the student with a full and reasonable opportunity to present relevant evidence, testimony, and argument in support of the student's position. The student may be assisted or represented at the hearing by another person of the student's choice, including an attorney. The hearing may be conducted in executive session.
 - E. The superintendent shall notify the student of the board's decision and of the student's right to file an administrative complaint with the federal Department of Education within one hundred eighty (180) days of the action, event, or occurrence which gave rise to the student's complaint originally.

All board of education hearings shall be public unless the subject matter qualifies for a closed meeting under the Oklahoma Open Meeting Law and all parties to the complaint request a closed hearing.

General Provisions

1. Extension of Time: Any time limits set by these procedures may be extended by mutual consent of the parties involved. The total number of days from the date that the complaint is filed until the complaint is resolved shall be no more than 180 days.
2. Access to Regulations: The school district shall provide copies of all regulations prohibiting discrimination on the basis of race, color, national origin, sex or qualified handicap upon request.
3. Confidentiality of Records: Complaint records shall remain confidential unless permission is given by the parties involved to release such information. No complaint record shall be entered in the personnel file. Complaint records shall be maintained on file for three years after complaint resolution.

CROSS-REFERENCE: Student Handbooks

Adopted: January 1994 as policy S-192
Revised: November 1995