

STUDENT GRIEVANCE POLICIES

Any person or group, having a legitimate interest in the Brown & Clermont Adult Career Campuses operations shall have the right to present a request, suggestion, or complaint, concerning Adult Education personnel, programs, or operations. At the same time, the Board has a duty to protect its staff from unnecessary harassment. It is the intent of this policy to provide the means for judging each public complaint in a fair and impartial manner and to seek a remedy where appropriate.

It is the desire of the Board to rectify any misunderstandings. Anyone wishing to express a concern should follow Grant Career Center's Board Policy #9130 Public Complaints. The Board Policy can be found on website www.bccareer.org.

Any requests, suggestions, or complaints, shall be considered according to the following procedures:

A. First Level

If it is a matter specifically directed toward an Adult Education staff member, the matter must be addressed, initially, to the concerned staff member who shall discuss it promptly with the complainant and make every effort to provide a reasoned explanation or take appropriate action within his/her authority.

This level does not apply if the matter involves suspected child abuse, substance abuse, or any other serious allegation which may require investigation or inquiry by school officials prior to approaching the professional staff member.

As appropriate, the staff member shall report the matter and whatever action may have been taken to the Adult Education Director.

B. Second Level

If the matter cannot be satisfactorily resolved at the First Level, it shall be discussed by the complainant with the Adult Education Director.

C. Third Level

If a satisfactory solution is not achieved by discussion with the Adult Education Director, a written request for a conference shall be submitted to the Superintendent. This request should include:

1. the specific nature of the complaint and a brief statement of the facts giving rise to it;
2. the respect in which it is alleged that the complainant (or child of the complainant) has been affected adversely.

Should the matter be resolved in conference with the Superintendent, the Board may be advised of the resolution.

D. Fourth Level

Should the matter still not be resolved, or if it is one beyond the Superintendent's authority and requires a Board decision or action, the complainant shall request, in writing, a meeting by the Board.

The Board, after reviewing all material relating to the case, shall grant a meeting before the Board.

The complainant shall be advised of the Board's decision, no later than the next regular scheduled board meeting.

E. Fifth Level

If not resolved after following the above policy, contact the Council on Occupational Education, 7840 Roswell Rd., Building 300, Suite 325, Atlanta, GA, 30350; Telephone (770) 396-3898; Fax (770) 396-3790; www.council.org.