

**HOPE for Hyndman Charter School
130 School Drive
Hyndman, PA 15545**

Board of Trustees Policy

Student Complaint Process Policy

1. Purpose:
 - 1.1 The Board of Trustees ("Board") of HOPE for Hyndman Charter School ("Charter School") recognizes that students have the right to request redress of complaints. Further, the Board believes that it is critical to emphasize of respect for lawful procedures as an important part of the educational process. Accordingly, individual and group complaints should be recognized and appropriate appeal procedures provided.
2. Definition
 - 2.1 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.
3. Authority
 - 3.1 The Board or its employees will recognize the complaints of the students of Charter School provided that such complaints are made according to procedures established by Board policy.
4. Guidelines
 - 4.1 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 Charter School student or faculty member.
 - 4.2 If the problem is not solved, the student shall give the complaint in writing to the Chief Executive Officer ("CEO") who shall then notify the parent or guardian. The CEO, within five (5) days shall call a meeting of the student who may be accompanied by parent and/or advisor and the staff member. In no more than five (5) days after the meeting, the CEO shall give her decision in writing to the student, parent and staff member.

- 4.3 The student's written complaint which shall set forth:
- (a) the specific nature of the complaint and a brief statement of the facts giving rise to it;
 - (b) the manner in which and extent to which the student believes s/he has been adversely affected;
 - (c) the relief sought by the student;
 - (d) the reasons why the student feels s/he is entitled to the relief sought.
- 4.4 Should the student's complaint be against the CEO, or against a policy the CEO has supported, the student may complain directly to the Board.
- 4.5 If the complaint is not settled to the student's satisfaction by the CEO, the student may appeal, in writing, to the Board, who within five (5) school days will call a meeting.
- (a) The student may seek the assistance of a parent or guardian at any step.
- 4.6 Charter School authority hearing the complaint may call in the student's parent.

TO THE EXTENT THAT ANYTHING IN THIS POLICY COULD BE CONSTRUED TO CONFLICT WITH APPLICABLE STATE AND/OR FEDERAL LAWS, THE APPLICABLE STATE AND/OR FEDERAL LAWS CONTROL. THIS POLICY IS NOT INTENDED TO CONFLICT WITH CHARTER REQUIREMENTS.

ADOPTED this day _____ of _____, 2015

President

Secretary