

Delaware Area Career Center

STUDENT GRIEVANCE POLICY FOR HANDLING STUDENT COMPLAINTS

OBJECTIVE

To ensure that DACC provides for and has implemented appropriate procedures for handling student complaints.

PURPOSE

DACC recognizes that, as citizens, students have the right to request redress of grievances. It is further believed that inculcation of respect for lawful procedures is an important part of the educational process. Accordingly, individual and group grievances should be provided for and appropriate appeal procedures implemented.

For purposes of this policy, a student complaint or grievance shall be any that arises out of actions, procedures, and policies of the school and Adult Education Department (AED) and its employees or the lack of such policy or procedure.

It is the desire of the AED to rectify any misunderstandings between the public and the school by direct discussions of an informal type among the interested parties. It is only when such informal meetings fail to resolve the differences, shall more formal procedures be employed.

ROLES, RESPONSIBILITIES AND PROCEDURES FOR HANDLING STUDENT COMPLAINTS AND GRIEVANCES

The student complaint procedures are summarized in the AED Catalog (Student Handbook).

STEP #1: Students who have any concerns or complaints about their program or their instructor should first discuss their concerns with their instructor in an attempt to resolve their concerns at an informal level.

STEP #2: If the instructor is unable to resolve the concern or is the focus of the concern, then the student should put their complaint in writing and forward it to the appropriate program coordinator for resolution.

STEP #3: If the program coordinator is unable to resolve the complaint at their level, the program coordinator or student should forward the complaint to the Director of Adult Operations (DAO). The DAO may form a review board or handle the matter alone. The decision will be announced within two weeks.

STEP #4: If a satisfactory solution is not achieved by discussion with the Adult Director, a written request for a conference with the Superintendent should be submitted by the student to the Superintendent.

STEP #5: If the complaint is not resolved by the Superintendent to the student's satisfaction, the student should request, in writing, a meeting before a committee of the Board of Education. The Board will issue its decision no more than 30 business days following the meeting. The decision of the Board of Education is final.

ADDITIONALLY: At any point in the complaint or grievance process a student may report their issue(s) with the school to the Commission on Occupational Education (COE). See details below:

NOTIFICATION OF THE COMMISSION OF THE COUNCIL ON OCCUPATIONAL EDUCATION

Should the student wish to bring the complaint to the attention of the Commission, they may do so by forwarding their concerns, in writing, to:

Commission of the Council on Occupational Education
7840 Roswell Road
Building 300, Suite 325
Atlanta, GA 30350
770-396-3898/800-917-2081
www.council.org

RECORD OF COMPLAINTS

Records of student complaints are filed and maintained to ensure acceptable quality in the educational programs being offered by DACC. Student complaints are documented in FilePro and hard copy records are maintained by the DAO.

POLICY REVIEW

The DACC Student Grievance Policy for Handling Student Complaints shall be reviewed no less than annually by the DAO and the institutional advisory committee.