

NORTHWEST TECHNOLOGY CENTER
GRIEVANCE POLICY, PROCEDURES AND FORMS

***Grievance Procedures for Filing, Processing, and Resolving
Complaints from Students, Parents, Employees, and Patrons of
Northwest Technology Center***

A. PURPOSE

It is the policy of Northwest Technology Center School District #10 to adopt and publish a grievance procedure which provides for a prompt and equitable resolution of complaints from students, parents, employees and patrons of the school district.

The grievance procedure adopted is designated to handle complaints related to any of the following:

1. An alleged action that is specifically prohibited by state or federal law, including prohibitions against discrimination, sexual harassment and the release of confidential information; also an alleged violation of equal employment opportunity requirements, laws which require the disclosure of certain information, and/or an alleged violation of any other consumer protection law applicable to a Technology Center School and recipients of state or federal funds. Alleged action is contained in the following federal laws:
 - a. Title VII of the Civil Rights Act (Sexual Harassment)
 - b. Title VI of the Civil Rights Act of 1964
 - c. Title IX of the Education Amendments of 1972
 - d. Section 504 of the Rehabilitation Act of 1973
 - e. Title II of the Americans with Disabilities Act of 1990
 - f. Family Educational Rights and Privacy Act
 - g. Student Right to Know and Campus Security Act
 - h. Oklahoma Open Records Act
 - i. Age Discrimination Act of 1975
2. An alleged violation of the rules and regulations or the standards of accreditation established for the operation of area technology center schools;
3. An alleged violation of the terms and conditions of contracts or agreements established with other entities to provide support services or vocational training to specific individuals or groups; or
4. An alleged violation of inappropriate application of institutional and/or school district policy.

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5. An alleged violation of the code of ethics for all staff, administrators and board members.
6. Filing Options: Although the grievance procedure is designed to encourage the resolution of complaints at the local level, the provisions of some laws provide the grievant the option of filing a complaint directly with the agency responsible for compliance. When this option is available, the address for filing complaints will be noted with the description of the specific law.
7. Accrediting Agency Option: When a grievance is filed for Title IX or Section 504 of the Rehabilitation Act, a grievant has the option to seek assistance within the appropriate office of the Oklahoma Department of Career and Technology Education:

Oklahoma Department of Career and Technology Education
1500 West Seventh Avenue
Stillwater, Oklahoma 74074-4364
(800) 522-5810 or (405) 377-2000

8. Exceptions: Participants in the federal student financial assistance programs who are denied aid due to failure to maintain satisfactory academic progress may file a written appeal with the financial aid office for reconsideration of the suspension due to extenuating circumstances. This appeal procedure, as well as the requirements for reinstatement, are described in the Financial Aid/Consumer Information Handbook.

Procedures for appealing grades and for appealing a suspension or expulsion from school are described under the discipline code in the student handbook.

B. DEFINITIONS:

1. Grievance: A formal written complaint, submitted in accordance with the established procedure, alleging a violation of any applicable statute, rule or regulation which requires or prohibits certain actions, a violation of any applicable accreditation standard, a violation of training agreements with other schools/agencies, or a violation or inappropriate application of any school district policy.
2. Grievant: A student parent, employee or patron of the school district who, individually or collectively, submits a complaint in accordance with the established procedures, alleging a violation of any action under the definition of a grievance.
3. Respondent: The person alleged to be responsible for the violation alleged in a complaint. The term may be used to designate persons with

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responsibility for a particular action or those persons with supervisory responsibility for the procedures and policies relating to the complaint.

4. Title IX/504 Compliance Coordinator/Grievance Manager: the person(s) designated by the Superintendent to coordinate efforts to comply with and carry out responsibilities under Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, Title VI of the Civil Rights Act of 1964, and Title II of the Americans with Disabilities Act of 1990. The Title IX/504 compliance coordinator serves as the preliminary investigator for complaints alleging a violation of any law which prohibits discrimination and serves as the moderator and recorder during hearings. Male and Female Coordinators are designated for each campus with access to either coordinator available to any grievant. The names of the designated individuals for each campus are:

Alva Campus

Daren Slater, Asst. Supt.
Karen Koehn, Career Counselor
1801 S. 11th
Alva, OK 73717
(580) 327-0344

Fairview Campus

Colt Shaw, Asst Supt.
Jane Harris, Career Counselor
801 Vo-Tech Drive
Fairview, OK 73737
(580) 227-3708

5. Day: Day means a working day. The calculation of days in complaint processing shall exclude Saturdays, Sundays, and holidays.

C. PRE-FILING PROCEDURES:

Prior to filing a written complaint, the grievant is encouraged to visit with one of the school's Title IX/504 compliance coordinator/grievance managers. Reasonable effort should be made to resolve the complaint on an informal basis. If the complaint is not resolved under this procedure, then the grievant may continue efforts to resolve the complaint under the "filing and processing complaints" section of these procedures.

Prior to the filing of a written complaint a student should contact his/her instructor. Employees should contact the immediate supervisor. Patrons should contact the Assistant Superintendent and seek to resolve the problem.

D. FILING AND PROCESSING COMPLAINTS:

1. The grievant submits written complaint to the Title IX/504 Compliance Coordinator/Grievance Manager stating name, nature and date of alleged violation; names of persons responsible (where known) and requested action. Complaint must be submitted within thirty (30) days of the alleged violation. Complaint forms are available in the offices of the Compliance Coordinator/Grievance Managers.

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2. The Title IX/504 Compliance Coordinators notify respondent within ten (10) days and asks respondent to: confirm or deny facts; indicate acceptance or rejection of student's, employee's or patron's requested action; or outlines alternatives.
3. The respondent submits answer to the Title IX/504 Coordinators/Grievance Managers within ten (10) days of receipt of written complaint from same. If the grievant is satisfied, the complaint shall be dismissed, if not:
4. Within ten (10) days after receiving the respondents answer the Title IX/504 Coordinators/Grievance Managers shall schedule a hearing. The grievant shall appoint one member of the hearing committee, and those two will appoint a third who will serve as Chairperson, all to be employees of Northwest Technology Center School District #10.
5. After the hearing has been conducted, at which time all parties may be represented by legal counsel, the Committee will file its report with the Superintendent of the institution within ten (10) days and said Superintendent will thereupon implement said report or provide the grievant reasons in writing why all or any portion of the report will not be implemented.
6. If the grievant continues to be dissatisfied, the decision may be appealed to the Board of Education at which time, within ten (10) days, the report will be reviewed and the Board shall issue its order either affirming, overruling, or modifying said report.
7. In such cases as the Superintendent might be the respondent to a grievance, the as yet uninvolved campus coordinator/grievance manager shall be designated as the agent to serve in the place of the Superintendent for steps 5 and 6.

E. GENERAL PROVISIONS

1. Right to File a Complaint: Any person(s), individually or collectively, presenting a grievance or complaint in good faith and in accordance with these grievance procedures, shall be protected from reprisal or harassment for exercising their right to use the grievance procedure.
2. Record of Complaints: In accordance with the Program Integrity provisions of the Higher Education amendments of 1992 (Title IV, Part H, Subpart II, Accrediting Agency Approval), schools must maintain a "record of complaints", to be submitted annually to the school's accrediting agency. The complaint records will be reviewed to determine if any complaint indicates a possible violation of accreditation standards.

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Complaints resolved under the pre-filing procedures are not included as a part of the official record of complaints, nor are they included in the annual report to the Accrediting Agency.

3. Record Retention Requirement: All complaint proceedings, records, and resolutions will be maintained in the office of the Superintendent for five (5) years.
4. Access to Regulations: Northwest Technology Center shall provide copies of all regulations prohibiting discrimination on the basis of age, race, color, national origin, religion, gender, qualified handicap, or veteran status upon request.
5. Confidentiality of Records: Complaint records will remain confidential unless permission is given by the parties involved to release such information. No complaint record shall be entered in the student's or employee's file.
6. Extension of Time: Any time limits set by those procedures may be extended by mutual consent of parties involved. The total number of days from date that complaint is filed until complaint is resolved should be no more than ninety (90) days.
7. Confidentiality of Hearings: All hearings will be closed except the hearing before the Board of Education.
8. Additional Complaints: No additional complaints may be added after written complaint is submitted. No additional information may be added that was not introduced during the first hearing with the Grievant, Respondent, and Coordinator.
9. Parental Notification: When a grievant who is not eighteen (18) years of age files a complaint the parents/guardians will be notified.

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STATEMENT OF COMPLAINT – LEVEL I

Name of Grievant: _____

Date: _____ Building: _____

A. Date the Cause of Complaint Occurred: _____

B. Statement of Complaint:

C. Provision of the Board Policy or Regulation Violated:

D. Relief sought:

Date _____ Signature of Complainant _____

ADMINISTRATION OFFICE USE ONLY	
Date Received:	
Grievance Resolved? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Date Level II Filed:	

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STATEMENT OF COMPLAINT – LEVEL II

Notification to Superintendent (or Designate)
For Hearing of Complaint at Level II

Name of Grievant: _____

Date Filed: _____ Building: _____

A. Date cause of complaint occurred: _____

B. Statement of Complaint:

C. Provision of the Board Policy or Regulation Violated:

D. Relief sought:

E. Disposition at Level I:

Date _____ Signature of Complainant _____

ADMINISTRATION OFFICE USE ONLY	
Date received:	Date hearing scheduled:
Date hearing held:	Grievance resolved? <input type="checkbox"/> Yes <input type="checkbox"/> No
Date Level II Filed:	

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STATEMENT OF COMPLAINT – LEVEL III

Notification to Board of Education for Hearing of Complaint at Level III

Name of Grievant: _____

Date: _____ Building: _____

A. Date the Cause of Complaint Occurred: _____

B. Statement of Complaint:

C. Provision of the Board Policy or Regulation Violated:

D. Relief sought:

E. Disposition at Level I:

F. Disposition at Level II:

Date Signature of Complainant

ADMINISTRATION OFFICE USE ONLY	
Date Received:	Date Hearing Scheduled:
Date Hearing Held:	Grievance Resolved? <input type="checkbox"/> Yes <input type="checkbox"/> No
Date Appeal Filed:	