



HARRISBURG SCHOOL DISTRICT

COMPLAINT FORM/ID#

Name \_\_\_\_\_ Telephone Number (s) \_\_\_\_\_

(Parent/Guardian)

Address \_\_\_\_\_

(Street, City, Zip Code)

\_\_\_\_\_ of \_\_\_\_\_ at \_\_\_\_\_

(Parent/Guardian/Student)

(Name of Student/Grade)

(School)

and I allege that \_\_\_\_\_ a, \_\_\_\_\_, at \_\_\_\_\_

(Name of Accused Party)

(Parent, Guardian, Teacher, Student, Other)

(Name of School)

Engaged in the following act or conduct prompting this complaint:

|                              |
|------------------------------|
| Act or Conduct (be specific) |
|                              |
|                              |
|                              |
|                              |

(Attach additional)

\_\_\_\_\_

(Signature of Parent/Guardian)

\_\_\_\_\_

(Date)

This is my desired outcome: \_\_\_\_\_

\_\_\_\_\_

I request this complaint be investigated. (Form must be signed)

\_\_\_\_\_

(Date)

\_\_\_\_\_

(Signature of Person Filing Complaint)

To Be Filed in the Office of Community Engagement Liaison

1601 State Street

Harrisburg, PA 17103

(717) 703-4024 Phone

(717) 703-4180 Fax

**\*This Side To Be Completed by District Officials Only\***

**Response – Level 1**

Conference Held: Yes \_\_\_\_\_ No \_\_\_\_\_ Date(if held): \_\_\_\_\_

Those present:

| Name | Address (Street, City, Zip) | Telephone Number |
|------|-----------------------------|------------------|
|      |                             |                  |
|      |                             |                  |
|      |                             |                  |

Resolution Reached: Yes \_\_\_\_\_ No \_\_\_\_\_

|                                  |
|----------------------------------|
| If yes, Statement of Resolution: |
|                                  |
|                                  |

**Response to Satisfaction of Resolution**

By signing below, I indicate that:

\_\_\_ I am satisfied with the disposition of this complaint

\_\_\_ I am not satisfied with the disposition of this complaint and wish to appeal to the next level

\_\_\_\_\_

(Date) (Signature of Complainant) (Date) (If Minor, signature of Parent/Guardian)

Request for Appeal: Yes \_\_\_\_\_ No \_\_\_\_\_ By: \_\_\_\_\_

Hearing Required/Requested: Yes \_\_\_\_\_ No \_\_\_\_\_ Formal \_\_\_\_\_ Informal \_\_\_\_\_

Date (if Held): \_\_\_\_\_

Those present:

| Name | Address (Street, City, Zip) | Telephone Number |
|------|-----------------------------|------------------|
|      |                             |                  |
|      |                             |                  |
|      |                             |                  |

Report Filed With Superintendent: Yes \_\_\_\_\_ No \_\_\_\_\_

C – H – A – R – G – E  
ConnectionsHealthyHabitsAccountabilityResponsibilityGrowthEffective Instruction

The **Office of Community Engagement** operates as an extension of the Superintendent’s Office. It is the CONNECTION between our families, community, students, staff, and administration. Our goal: to provide opportunities for individuals to express themselves and ensure that complaints or concerns receive adequate responses in a timely manner. Translation and interpreter services are available upon request. If you are in need of this service, please inform the contact person at each level of the complaint process.

If you have concerns in the following areas: **Registration, Parent Complaint (s), Food Service, Schools/Transportation, Suspensions/ Expulsions District Administration, Safety Issues, Academic Questions and/or Concerns**

**Process for Complaints:**

If you have a problem or concern please contact the Principal/Assistant Principal assigned to your child/children’s school.

**1. Complaint of Classroom Nature Protocol:**

- 1<sup>st</sup> Contact the teacher
- 2<sup>nd</sup> Principal
- 3<sup>rd</sup> School Improvement Officer, (Elementary/Secondary-Ms. Jaimie)
- 4<sup>th</sup> No resolution formal complaint filed at District Administration Building

**2. Complaint of School Nature Protocol:**

- 1<sup>st</sup> Principal
- 2<sup>nd</sup> School Improvement Officer, (Elementary/Secondary-Ms. Jaimie Foster)
- 3<sup>rd</sup> No resolution formal complaint filed at District Administration Building

**3. Complaint about a Principal Protocol:**

- 1<sup>st</sup> Address to School Improvement Officer
- 2<sup>nd</sup> No resolution; complete a complaint form at District Administration Building

**4. Complaint about an Employee:**

Make direct contact with Office of Human Resources

**5. Process for Unresolved Issues and/or complaints**

- 1<sup>st</sup> Complete Complaint Form - Forms are available at all schools and district office:  
(1601 State Street, Harrisburg, PA 17103)
- 2<sup>nd</sup> Your concern will be investigated by the Community Engagement Liaison
- 3<sup>rd</sup> The appropriate administrator will be contacted to provide an opportunity for the administration to conduct the necessary resolution to the concern
  - If the Problem is Not Resolved, the Complaint forwarded to Assistant to Superintendent (Elementary or Secondary)  
If the complaint/issue is, still not resolved, by the Assistant to the Superintendent, the complaint reviewed by the superintendent

If the complaint or concern is regarding a district policy or procedure, the concern addressed to the Board of School Directors.

\*Complainants are encouraged to keep accurate documentation and a timeline of events.

\*\* Translation and Interpretation services protocol:

- Use of Language Line – follow HBGSD District Policy