

# PROCEDURES FOR AEDY COMPLAINT PROCESS

## I. PURPOSE:

To provide procedures and general guidelines for the AEDY Parent/Guardian Complaint process in the School District of Philadelphia.

## II. RESPONSIBILITY:

The Office of Student Rights and Responsibilities is responsible for reviewing and investigating matters and decisions made by school and/or central office staff to determine if the decision was made in accordance with school district policies, procedures, and protocols.

## III. ITEMS THAT CAN BE REVIEWED:

1. Disciplinary Transfers - transfers made pursuant to a disciplinary hearing.
2. Safety Interim Assignment to a Disciplinary School – transfers made pursuant to an immediate safety concern that affects the school community.
3. Aspects involving AEDY Programs

## IV. CRITERIA:

In all complaints, the factors that the Student Rights and Responsibilities Staff will consider include, but are not limited to:

1. Whether all policies and procedures were followed;
2. Whether the child's rights were violated;
3. The health, safety and welfare of the child and the school community.

## V. PROCESS FOR COMPLAINTS:

1. For all matters listed above, complete the attached form and submit it within 15 calendar days of the decision to the Office of Student Rights and Responsibilities either in person at 440 N. Broad Street, Floor 2, and/or by email ([studentrights@philasd.org](mailto:studentrights@philasd.org)), along with *all relevant documentation*.
2. In all complaints, a staff member in the Office of Student Rights and Responsibilities will review the form and accompanying documentation. If further documentation is required to make a decision, it will be requested from the school or central office.
3. Once all of the documents have been received, the staff member will review all materials and make a determination within 21 calendar days.
4. Individuals having complaints and concerns regarding AEDY are required to seek resolution via the relevant AEDY Program and/or LEA rather than elevating concerns to the Pennsylvania Department of Education in the first instance. The AEDY Program and School District will work together to resolve the concerns, as appropriate.
5. There will be no hearing scheduled and a determination/resolution will be made based upon the documentation submitted. The community member and/or parent and the school will be notified of the determination/resolution. The Assistant Superintendent and/or relevant central office departments will also be notified of the determination/resolution.

## RELATED POLICIES

118: Code of Student Conduct

# Parent/Guardian Complaint Form

## For Disciplinary Assignment (AEDY) or Interim Disciplinary Assignment (AEDY)

Parents/Guardians have the right to address their concerns regarding the following issues: 1) placement into an AEDY program 2) exiting decisions from an AEDY 3) quality of academic instruction in an AEDY 4) the provision or omission of language assistance services at an AEDY 5) services to students with disabilities, which may include reasonable modifications while in an AEDY. In order to file a complaint, complete this form and submit it, in person, at 440 N. Broad Street, Suite 243, or by email to [studentrights@philasd.org](mailto:studentrights@philasd.org). Please see the accompanying procedures for assistance in completing this form.

Date: \_\_\_\_\_

Parent/Guardian Name: \_\_\_\_\_

Address/Agency: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Additional Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Name of Student: \_\_\_\_\_

DOB or ID: \_\_\_\_\_

**Does the child currently receive any of the following supports? (Check appropriate box)**

- 504 Service Agreements
- Individualized Education Plan (IEP)
- English Learners (EL)

**Please check the type of concern:**

- Disciplinary Assignment to AEDY program (Camelot)
- Interim Disciplinary Assignment to AEDY program (Camelot)
- Other: \_\_\_\_\_

**What is your concern? Describe the issue you want to address?**

**What outcome are you seeking?**

**Note:** To complete this complaint form, attach all documentation that supports the outcome you are seeking.