

## **Concerns, Complaints, and Grievances**

### **For Parents & Students**

#### **Informal Concern/Complaint Process**

Parents and students are encouraged to discuss their concerns with the appropriate teacher, principal, or other campus administrator who has the authority to address the concern. Concerns should be expressed as soon as possible to allow early resolution at the lowest possible administrative level.

#### **Step 1: Contact the Appropriate Staff Member**

- Schedule a conference/discussion with appropriate staff member to share your concerns and what resolution you are seeking.
- The most direct route to resolving a concern is to confer directly with the person involved, (teacher, coach, etc.)
- More than 95% of concerns are resolved by a conversation between those involved.

#### **Step 2: Contact the Campus Administrator**

- Schedule a conference/discussion with a campus administrator to share your concerns and what resolution you are seeking.
- Campus administrators are responsible for the school's operations.
- Clarification of school policies and procedures can be explained.
- If necessary, conferences with involved parties may be arranged.

#### **Step 3: Contact the Director of Operations - Student Services**

- If steps one and two have not resolved your concern, contact the Director of Operations: 409-384-2401 ext. 065.
- Share your concerns and what resolution you are seeking.
- If necessary, conferences with involved parties may be arranged.

## **Formal Complaint/Grievance Process**

If the above informal attempts do not bring resolution, the formal complaint/grievance may be initiated. Throughout the formal complaint process, parents and students are encouraged to seek informal resolution of the concern. If resolved, formal complaints may be withdrawn at any time. All details regarding these procedures are outlined in FNG (LOCAL) policy.

### **Level I**

- A Level One Complaint form may be filed with the campus principal if informal attempts do not bring resolution. Level One complaints must be filed within 15 days of the date the student or parent first knew or should have known of the decision or action giving rise to the complaint.
- The appropriate campus administrator shall hold a conference with the student or parent within ten district business days after receipt of the written Level One complaint form. The administrator shall have ten district business days following the conference to provide the student or parent a written response.

### **Level II**

- If Level One complaint does not bring resolution or if the time for a response has expired, the student or parent may request a conference with the Superintendent or designee to appeal the Level One decision. The Level Two complaint form must be filed on the Level Two Complaint form within ten days after receipt of a response or, if no response was received, within ten days of the response deadline at Level One.
- The Superintendent or designee shall hold a conference with ten district business days after the complaint notice is filed. At the conference, the Superintendent or designee shall consider only the issues and document presented at Level One and identified in the Level Two complaint notice. The Superintendent or designee shall have ten district business days following the conference to provide the student or parent a written response.

### **Level III**

- If Level Two complaint does not bring resolution or if the time for a response has expired, the student or parent may appeal the decision to the Board of Trustees. The appeal notice must be filed in writing, on a Level Three Complaint form, within ten days after receipt of a response or, if no response was received, within ten days of the response deadline at Level Two. The Superintendent or designee shall inform the student or parent of the date, time, and place of the Board meeting at which the complaint will be on the agenda for presentation to the Board.
- The decision of the Board at Level Three is final. If for any reason the Board fails to reach a decision regarding the complaint by the end of the next regularly

scheduled meeting, the lack of a response by the Board upholds the administrative decision at Level Two.