

SECTION 5

STUDENT AND PARENT COMPLAINTS

PROCEDURES FOR APPEALS OF STUDENT AND PARENT COMPLAINTS

Student and parent complaints—including appeals of student expulsions, harassment complaints, and complaints involving programs—by formally adopted **Board Policy FNG (LOCAL) Student and Parent Complaints/Grievances**, should be registered and addressed in the following manner:

Informal Level	Level One	Level Two	Level Three
In most circumstances, complaints should be addressed at the lowest possible level. Students and parents should first address their concerns with the appropriate teacher, principal, or campus administrator. Complainants attempting to circumvent levels should be advised of the acceptable complaint procedure by the administrator or central office members who inappropriately receive the complaint.	If the informal meeting with the appropriate administrator does not yield a satisfactory outcome, the complainant may request, within 15 days of the date that they knew or should have known of the event causing the complaint, a conference with the appropriate administrator. The administrator shall hold a conference within 10 days of the request. They shall have 10 days following the conference within which to investigate, if necessary, and to provide the complainant with a written response.	If the meeting with the Level One administrator does not yield a satisfactory outcome, the complainant may request, within 10 days , a conference with the superintendent's designee. The superintendent's designee shall hold a conference within 10 days of the request. The superintendent's designee shall have 10 days following the conference within which to investigate, if necessary, and to provide the complainant with a written response.	If the meeting with the superintendent's designee does not yield a satisfactory outcome the complainant may appeal the decision within 10 days to the board of trustees. The superintendent's designee shall inform the employee of the date, time, and place of the meeting at which the complaint will be on the agenda. The board may give notice of its decision orally or in writing at any time up to and including the next regularly scheduled board meeting.

Forms may be submitted by hand, via U.S. mail, or by fax at the following address and phone number:

For Level One

Campus Fax: 469-633-6050
 Campus Address: Doug Zambiasi, Assistant Superintendent
Frisco ISD
6942 Maple Street
Frisco, TX 75034

For Level Two and Three

Superintendent's Fax: 469-633-6017
 Superintendent's Address: Superintendent Rick Reedy
Frisco ISD
6942 Maple Street
Frisco, TX 75034

Note: "Days" shall mean District business days. Day of filing is "Day 0" and all deadlines shall be determined by counting the following day as "Day 1." Discipline and campus extracurricular complaints are covered under the board approved Discipline Management Program Framework. Expulsion grievances are covered under Board Policy FOD. Student harassment grievances are covered under Board Policy FFH. Title IX and Section 504 grievances are covered under Board Policy FB and FOF.

The forms on the following pages are provided to assist the District in processing complaints from students and parents:

Exhibit A: Student/Parent Complaint Form - Level One - 2 pages

Exhibit B: Response to Level One Complaint - 1 page

Exhibit C: Level Two Appeal Notice - 1 page

Exhibit D: Response to Level Two Appeal - 1 page

Exhibit E: Level Three Appeal Notice - 2 pages

Exhibit F: Board's Response to Level Three Appeal - 1 page

EXHIBIT A

STUDENT/PARENT COMPLAINT FORM - LEVEL ONE

To file a formal complaint, please fill out this form completely and submit it by hand delivery, fax, or U.S. mail to the appropriate administrator within the time established in FNG(LOCAL). All complaints will be heard in accordance with FNG(LEGAL) and (LOCAL) or any exceptions outlined therein.

1. Name _____

2. Address _____

Telephone number (____) _____

3. Campus _____

4. If you will be represented in voicing your complaint, please identify the person representing you.

Name _____

Address _____

Telephone number (____) _____

5. Please describe the decision or circumstances causing your complaint (give specific factual details).

6. What was the date of the decision or circumstances causing your complaint?

7. Please explain how you have been harmed by this decision or circumstance.

8. Please describe any efforts you have made to resolve your complaint informally and the responses to your efforts.

With whom did you communicate? _____

On what date? _____

9. Please describe the outcome or remedy you seek for this complaint.

Student or parent signature _____

Signature of student's or parent's representative _____

Date of filing _____

Complainant, please note:

A complaint form that is incomplete in any material way may be dismissed, but may be refiled with all the required information if the refileing is within the designated time for filing a complaint.

Attach to this form any documents you believe will support the complaint; if unavailable when you submit this form, they may be presented no later than the Level One conference. Please keep a copy of the completed form and any supporting documentation for your records.

EXHIBIT C

LEVEL TWO APPEAL NOTICE

To appeal a Level One decision, or the lack of a timely response after a Level One conference, please fill out this form completely and submit it by hand delivery, fax, or U.S. mail to the Superintendent or designee within the time established in FNG(LOCAL). Appeals will be heard in accordance with FNG(LEGAL) and (LOCAL) or any exceptions outlined therein.

1. Name _____

2. Address _____

Telephone number (____) _____

3. Campus _____

4. If you will be represented in voicing your appeal, please identify the person representing you.

Name _____

Address _____

Telephone number (____) _____

5. To whom did you present your complaint at Level One? _____

Date of conference _____

Date you received a response to the Level One conference _____

6. Please explain specifically how you disagree with the outcome at Level One.

7. Attach a copy of your original complaint and any documentation submitted at Level One.

8. Attach a copy of the Level One response being appealed, if applicable.

Student or parent signature _____

Signature of the student's or parent's representative _____

Date of filing _____

EXHIBIT E**LEVEL THREE APPEAL NOTICE**

To appeal a Level Two decision, or the lack of a timely response after a Level Two conference, please fill out this form completely and submit it by hand delivery, fax, or U.S. mail to the Superintendent or designee within the time established in FNG(LOCAL). Appeals will be heard in accordance with FNG(LEGAL) and (LOCAL) or any exceptions outlined therein.

1. Name _____

2. Address _____

Telephone number (____) _____

3. Campus _____

4. If you will be represented in voicing your appeal, please identify the person representing you.

Name _____

Address _____

Telephone number (____) _____

5. To whom did you present your appeal at Level Two? _____

Date of conference _____

Date you received a response to the Level Two conference _____

6. Please explain specifically how you disagree with the outcome at Level Two.

7. Do you want the Board to hear this appeal in open session? _____ Please be aware that the Texas Open Meetings Act may prevent the Board from granting a request for open session.

8. Attach a copy of your original complaint and any documentation submitted at Level One and a copy of your Level Two appeal notice.

9. Attach a copy of the Level Two response being appealed, if applicable.

Student's or parent's signature _____

Signature of student's or parent's representative _____

Date of filing _____

