



COMPLAINTS PROCEDURES

PARENT/STUDENT COMPLAINTS
EMPLOYEE COMPLAINTS
PUBLIC COMPLAINTS



FRISCO ISD

STEP 1: IDENTIFY THE TYPE OF COMPLAINT

ALL COMPLAINTS ARE CATEGORIZED INTO SPECIFIED COMPLAINT TYPES AND SUBTYPES. THERE ARE THREE PRIMARY COMPLAINT TYPES: STUDENT/PARENT, EMPLOYEE, AND PUBLIC. EACH COMPLAINT TYPE HAS SUBTYPES AND EACH SUBTYPE HAS SPECIFIC PROCESSES THAT APPLY.

COMPLAINT TYPES AND SUBTYPES ARE LISTED BELOW ALONG WITH THE APPLICABLE BOARD POLICY CODE OR COMPLAINT PROCEDURE.

STUDENT/PARENT COMPLAINTS

COMPLAINTS REGARDING PARENTAL RIGHTS (FNG)

Violation of a school law of the state
Violation of local Frisco ISD Board Policy
Objection to classroom or teacher assignment
Objection to gifted and talented selection or exit
Objection to the content or implementation of the educational plan developed under Texas Education Code 28.0211
Failure to provide access to records, information regarding a student, state assessments, or teaching materials
Violation of the right to attend school activities
Failure to award grade or credit based on attendance
Violation of the right to access to board meetings, other than a closed meeting
Failure to obtain required consent for certain activities, including health education instruction, human sexuality instruction, and health services
Improper data collection practices
Report of neglect made on the sole basis of refusal of psychiatric or psychological treatment of child
Violation of the right to a religious exemption from instruction
Concerns regarding admission, placement, or services for homeless students
Improper conduct of a professional employee

STUDENT/PARENT COMPLAINTS

APPEAL OF PROHIBITED CONDUCT FINDINGS (FNG)

DISCRIMINATION, HARASSMENT OR RETALIATION (FFH)

BULLYING (FFI)

TITLE IX SEXUAL HARASSMENT COMPLAINT (FFH)

COMPLAINTS REGARDING EXTRACURRICULAR ACTIVITIES (THROUGH LEVEL TWO ONLY)

COMPLAINTS REGARDING DISCIPLINARY ACTIONS OTHER THAN EXPULSION (THROUGH LEVEL TWO ONLY)

APPEAL OF EXPULSION (FOD)

APPEAL OF A GRADE (EIA)

REQUEST TO AMEND A STUDENT'S EDUCATION RECORDS (FL)

CONCERNING INSTRUCTIONAL RESOURCES (EF)

EMPLOYEE COMPLAINTS

GENERAL GRIEVANCE (DGBA)

DISCRIMINATION, HARASSMENT, OR RETALIATION (DIA)

PUBLIC COMPLAINTS

GENERAL COMPLAINT (GF)

CONCERNING INSTRUCTIONAL
RESOURCES (EF)

STEP 2: FILE A COMPLAINT

DIFFERENT PROCEDURES ARE FOLLOWED FOR DIFFERENT TYPES OF COMPLAINTS. CLICK ON THE COMPLAINT WITH THE MOST ACCURATE DESCRIPTION ABOVE TO SEE THE CORRESPONDING PROCESS.

ALL COMPLAINTS MUST BE SUBMITTED THROUGH THE STANDARDIZED ONLINE FORMS UTILIZED BY THE DISTRICT AND ARE FILED THROUGH THE DISTRICT'S COMPLAINTS PORTAL LOCATED ON THE DISTRICT WEBSITE. THE PORTAL GUIDES COMPLAINANTS THROUGH THE PROCESS OF IDENTIFYING THE SPECIFIC COMPLAINT TYPE THEY ARE FILING AND THE RELATED INFORMATION. IF AN INDIVIDUAL CANNOT USE THE PORTAL TO FILE A COMPLAINT, THE INDIVIDUAL MAY CONTACT COMPLAINTRESOLUTION@FRISCOISD.ORG TO REQUEST ASSISTANCE.

DGBA & GF COMPLAINTS

COMPLAINTS REGARDING EMPLOYEE AND PUBLIC CONCERNS

1 LEVEL I

The complaint must be filed within 15 calendar days of the date the complainant became aware, or should have become aware of the incident or decision that is the basis of the allegation.

If the complaint was properly and timely filed, the hearing officer will contact the complainant within 10 district business days of the district's receipt of the complaint to schedule a conference.

If the complaint was not properly and timely filed, the hearing officer will dismiss the complaint.

The hearing officer will conduct the conference and complete an investigation.

The hearing officer will provide a written response to the complaint within 10 district business days of the conference.

2 LEVEL II

The complainant may appeal a level I decision through the complaint portal if they submit the appeal within 10 district business days of the date of the Level I response. The appeal must be submitted by close of business (4:30PM) on the 10th business day.

If the appeal was properly and timely filed, the hearing officer will contact the complainant within 10 district business days of the district's receipt of the appeal to schedule a conference.

If the appeal was not properly or timely filed, the hearing officer will dismiss the appeal.

The hearing officer will conduct the conference and review the Level I record.

The hearing officer will provide a written response to the appeal within 10 district business days of the conference.

3 LEVEL III

The complainant may appeal a Level II decision through the complaint portal if they submit the appeal within 10 district business days of the date of the Level II response. The appeal must be submitted by close of business (4:30PM) on the 10th business day.

If the appeal was properly and timely filed, the Legal Services Department will inform the Board of Trustees and provide them with a copy of the Level II record.

If the appeal was not properly and timely filed, the Legal Services Department will dismiss the appeal.

The Legal Services Department, in consultation with the Board President, will identify the Board Meeting at which the appeal will be considered and inform the complainant of the date.

The appeal will be considered by the Board of Trustees on written submission unless two or more Board members request the complaint be considered in a hearing at least 10 days prior to the Board meeting.

- If the appeal is to be considered on written submission, the complainant's Level III appeal submission serves as their written submission.
- If the appeal is to be considered in a hearing, the complainant and hearing officers will present information relevant to the appeal to the Board of Trustees at the Board Meeting.

The Board of Trustees will vote on the appeal in open session and a written confirmation of the decision will be sent to the complainant within 10 district business days of the meeting.



FNG COMPLAINTS

COMPLAINTS REGARDING PARENT RIGHTS

1 LEVEL I

For complaints filed by parents of enrolled students, the complaint must be filed within 60 calendar days of the date the complainant became aware, or should have become aware of the incident or decision that is the basis of the allegation (such date, the "Date of Incident").

If the parent informally attempted to resolve the grievance, the complaint must be filed within the lesser of 30 days of when the parent was provided information about how to file a complaint or 90 days from the Date of Incident if filing information was not provided to the parent.

If the complaint was not properly and timely filed, the hearing officer will dismiss the complaint.

The hearing officer will conduct the conference and complete an investigation.

The hearing officer will provide a written response to the complaint within 20 district business days of the conference.

2 LEVEL II

The complainant may appeal a Level I decision through the complaint portal if they submit the appeal within 20 calendar days of the date of the Level I response. The appeal must be submitted by close of business (4:30PM) on the 20th calendar day.

If the appeal was properly and timely filed, the hearing officer will contact the complainant and hold the Level II conference within 10 district business days of the district's receipt of the appeal, unless otherwise agreed by the parties.

If the appeal was not properly or timely filed, the hearing officer will dismiss the appeal.

The hearing officer will conduct the conference and review the Level I record.

The hearing officer will provide a written response to the appeal within 20 district business days of the conference.

3 LEVEL III

The complainant may appeal a Level II decision through the complaint portal if they submit the appeal within 20 calendar days of the date of the Level II response. The appeal must be submitted by close of business (4:30PM) on the 20th calendar day.

If the appeal was properly and timely filed, the Legal Services Department will inform the Board of Trustees and provide them with a copy of the Level II record.

If the appeal was not properly and timely filed, the Legal Services Department will dismiss the appeal.

The Legal Services Department, in consultation with the Board President, will identify the Board Meeting at which the appeal will be considered within 60 calendar days of the Level II decision and inform the complainant of the date.

The appeal will be considered by the Board of Trustees on written submission unless two or more Board members request the complaint be considered in a hearing at least 10 days prior to the Board meeting.

- If the appeal is to be considered on written submission, the complainant's Level III appeal serves as their written submission.
- If the appeal is to be considered in a hearing, the complainant and hearing officers will present information relevant to the appeal to the Board of Trustees at the Board Meeting.

The Board of Trustees will either vote on the appeal in open session or the Board will otherwise issue a written decision within 30 dates of the meeting at which the Level III appeal was considered.



FFH, FFI, & DIA COMPLAINTS

DISCRIMINATION, HARASSMENT, RETALIATION BULLYING

1 STEP 1

Upon receipt of the allegations of prohibited conduct, the assigned investigator will notify the complainant and the alleged perpetrator that the District has initiated an investigation into the allegations.

If a complaint containing allegations of prohibited conduct is misfiled as a complaint under Board Policy FNG or DGBA, the District will abate the FNG/DGBA grievance process and address the prohibited conduct allegations first through FFH, FFI, or DIA, as appropriate. After receiving prohibited conduct findings, the complainant may choose to reinstate or withdraw their previously filed FNG or DGBA complaint.

2 STEP 3

The investigator will complete and send a findings letter to both the complainant and the alleged perpetrator.

3 STEP 2

The investigator will make every effort to complete the investigation within 10 district business days of the receipt of the allegations by the district.

If more time is required to complete a thorough investigation, the investigator will provide written notice to the complainant and the alleged perpetrator that additional time will be required.

4 STEP 4

If the complainant chooses to appeal the findings, the complainant must appeal the findings within either 15 calendar days of receiving the DIA findings or 20 calendar days receiving the FFH/FFI findings, respectively.



FRISCO ISD

TITLE IX SEXUAL HARASSMENT FORMAL COMPLAINTS (FFH)

1 RECEIPT OF TITLE IX FORMAL COMPLAINT

Upon receipt of a formal complaint that does not necessitate the involvement of CPS or law enforcement, the Campus Title IX Coordinator will share the Title IX Complaint Process, supportive measures that will be provided, and a copy of Board Policies FFH (LEGAL) and FFH (LOCAL) with both the Complainant and the Respondent.

2 INVESTIGATION

The investigator will conduct a thorough investigation including interviews with all parties and witnesses, gathering documentation, and reviewing any additional relevant evidence.

Upon completion of the investigation, the investigator will share a draft investigation report with both the Complainant and Respondent. The parties will have 10 calendar days in which to respond to the draft report.

After receiving the responses to the draft report, if any, the investigator will finalize the investigation report and share the final report with both parties and the assigned decision-maker.

3 DECISION

The decision-maker will review all of the evidence and the final investigative report to render a decision regarding the complaint.

The decision-maker will inform all parties of the decision and provide information about the process of appealing the decision.

Either party may appeal the decision within 10 days of the issuance of the decision on the following bases:

- Procedural irregularity
- New evidence that was not available at the time of the investigation
- Conflict of interest or bias

4 APPEAL

Appeals are conducted by the district-wide Appeals Committee which consists of the Chief Leadership Officer, the Chief Human Resources Officer, and the Executive Director of Student Services.

The Appeals Committee will notify all parties that a request for appeal has been filed and the parties have 10 calendar days to submit statements regarding the appeal.

The Appeals Committee will review all of the evidence and the statements of the parties and issue a written decision. The decision of the Appeals Committee is final.



ADMINISTRATIVE COMPLAINT PROCESS

COMPLAINTS REGARDING EXTRACURRICULAR ACTIVITIES COMPLAINTS REGARDING DISCIPLINARY ACTIONS OTHER THAN EXPULSION (NON-BOARD LEVEL APPEALS)

ALL TIMELINES, FILING REQUIREMENTS, CONSOLIDATION PROVISIONS, AND GROUNDS FOR DISMISSAL DESCRIBED IN BOARD POLICY FNG (LOCAL) APPLY TO THE ADMINISTRATIVE COMPLAINT PROCESS AS WELL, EXCEPT AS SPECIFIED BELOW.



1 LEVEL I

The complaint must be filed within 60 calendar days of the date the complainant became aware, or should have become aware of the incident or decision that is the basis of the allegation.

If the parent informally attempted to resolve the grievance, the complaint must be filed within the lesser of 30 days of when the parent was provided information about how to file a complaint or 90 days from the Date of Incident if filing information was not provided to the parent.

If the complaint was not properly and timely filed, the hearing officer will dismiss the complaint.

The hearing officer will conduct the conference and complete an investigation.

The hearing officer will provide a written response to the complaint within 20 district business days of the conference.

2 LEVEL II

The complainant may appeal a level I decision through the complaint portal if they submit the appeal within 20 district business days of the date of the Level I response. The appeal must be submitted by close of business (4:30PM) on the 20th business day.

If the appeal was properly and timely filed, the hearing officer will contact the complainant and hold the Level II conference within 10 district business days of the district's receipt of the appeal unless otherwise agreed by the parties.

If the appeal was not properly or timely filed, the hearing officer will dismiss the appeal.

The hearing officer will conduct the conference and review the Level I record.

The hearing officer will provide a written response to the appeal within 20 district business days of the conference. The Level II decision is final.



APPEAL OF EXPULSION (FOD)



1

STEP 1

If, after a properly held due process hearing, the District expels a student, the student may appeal the expulsion to the Board.

2

STEP 2

The Office of the Deputy Superintendent, in consultation with the Board President, will identify the Board Meeting at which the appeal will be considered and notify the student of the date.

3

STEP 3

The appeal will be considered by the Board of Trustees in a hearing. The complainant and the Executive Director of Student Services or designee will present information relevant to the appeal to the Board of Trustees at the Board Meeting.

4

STEP 4

The Board of Trustees will vote on the appeal in open session and a written confirmation of the decision will be sent to the student within 10 district business days of the meeting.



FRISCO ISD

APPEAL OF A GRADE (EIA)

1

STEP 1

If a student wishes to challenge the final grade assigned to the student by the teacher, the student may file an appeal of the grade.

2

STEP 2

The Legal Services Department, in consultation with the Board President, will identify the Board Meeting at which the appeal will be considered and notify the student of the date.

3

STEP 3

The appeal will be considered by the Board of Trustees in a hearing. The complainant and the Chief Academic Officer or designee will present information relevant to the appeal to the Board of Trustees at the Board Meeting.

4

STEP 4

The Board of Trustees will vote on the appeal in open session and a written confirmation of the decision will be sent to the student within 10 district business days of the meeting.



FRISCO ISD

REQUEST TO AMEND A STUDENT'S EDUCATION RECORDS (FL)

1

PRINCIPAL REVIEW

Upon receipt of a parent's request to amend the content of a student's education record, the Legal Services Department will forward the request to the campus principal for review.

The campus principal will issue a written decision on the request within 15 district business days of the District's receipt of the request.

If the parent disagrees with the decision of the principal, the parent may request a hearing to appeal the decision within 10 district business days of the date of the decision.

2

HEARING

The hearing officer will schedule the hearing to occur within 10 district business days of the district's receipt of the request for a hearing.

The hearing officer will conduct the hearing and provide a written response to the parent within 10 district business days of the date of the hearing.

If the hearing officer upholds the principal's decision, the response must include notice to the parent of the parent's right to place a statement in the record commenting on the contested information within 30 days after receiving the response. The hearing officer's decision is final.



ADDITIONAL PROCEDURES

CONSOLIDATION OF COMPLAINTS

ALL COMPLAINTS FILED BY A SINGLE COMPLAINANT WILL BE CONSOLIDATED AS NECESSARY TO ENSURE THE FEWEST HEARINGS POSSIBLE. FOR EXAMPLE, IF AN INDIVIDUAL FILES A LEVEL II APPEAL OF A LEVEL I DECISION, AND A NEW LEVEL I COMPLAINT ON THE SAME DAY, THE LEVEL II APPEAL WILL BE ABATED PENDING THE COMPLETION OF THE NEW LEVEL I COMPLAINT AND IF THE FINDINGS OF THE NEW LEVEL I COMPLAINT ARE APPEALED, THE APPEALS WILL BE CONSOLIDATED SO THAT A SINGLE LEVEL II HEARING FOR BOTH APPEALS CAN BE HELD.

ABATEMENT OF COMPLAINTS

COMPLAINTS MAY BE ABATED FOR THE FOLLOWING REASONS:

1. To consolidate multiple complaints from a single complainant;
2. If the hearing officer determines that more time is required to complete a thorough investigation; or
3. By mutual agreement of the complainant and the District

FILING REQUIREMENTS

All complaints must be properly and timely filed in accordance with Frisco ISD Board Policy and the Administrative Complaint Process. Complaints that are not properly and timely filed will be dismissed.

Grounds for dismissal include:

1. Complaint filed outside of required timelines;
2. Content of complaint has been rendered moot;
3. Complaint filed regarding an issues that has been previously addressed in a prior complaint;
4. Complaint regarding conduct by a party other than the District or its agent;
5. Complaint only includes requested remedies that cannot be legally granted by the District;
6. Complaint includes no requested remedies;
7. Complaint includes only remedies that have already been granted;
8. Complaint is regarding a decision or incident that has not yet occurred; or
9. Any combination of the above.

HOW TO APPEAL

COMPLAINANTS MAY APPEAL THE DECISIONS OF THE HEARING OFFICERS IN ACCORDANCE WITH THE APPROPRIATE POLICY OR PROCESS AS LISTED ABOVE.

COMPLAINANTS WISHING TO APPEAL A DECISION SHOULD LOGIN TO THE FRISCO ISD REQUEST CENTER, CLICK "MY REQUEST CENTER," THEN CLICK, "VIEW MY REQUESTS" AND SELECT THE COMPLAINT THEY WISH TO APPEAL. UPON OPENING THE RELEVANT COMPLAINT, COMPLAINANTS WILL BE GIVEN THE OPTION TO INDICATE THEIR DESIRE TO APPEAL THE DECISION AND COMPLETE THE REQUIRED INFORMATION.



CONTACT

COMPLAINT RESOLUTION

COMPLAINTRESOLUTION@FRISCOISD.ORG

DISTRICT TITLE IX COORDINATOR

COMPLAINTRESOLUTION@FRISCOISD.ORG

**CAMPUS TITLE IX
COORDINATORS**
[CLICK HERE](#)