

STUDENT RIGHTS AND RESPONSIBILITIES
STUDENT AND PARENT COMPLAINTS/GRIEVANCES

FNG
(REGULATION)

COMPLAINTS OR
GRIEVANCES FROM
STUDENTS OR
PARENTS

Student or parent issues should be resolved with the employee soon after the occurrence. When resolution is not achieved, a parent or student should follow these procedures to resolve the complaint:

LEVEL ONE

Level One procedures are as follows:

1. The *Student/Parent Complaint Form — Level One* (Exhibit A) must be filed with the building principal within 15 days of the date the student or parent first knew, or with reasonable diligence should have known, of the decision or action giving rise to the complaint or grievance.
2. Complaint forms and any documents that support the complaint may be filed by hand delivery, fax, or U.S. Mail.
3. The appropriate administrator will hold a conference with the student or parent within ten days after receipt of the written complaint.
4. The administrator will have ten days following the conference to provide the student or parent a written response (Exhibit B).

LEVEL TWO APPEAL

If the student or parent did not receive the relief requested at Level One 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:

1. The appeal must be filed on the *Level Two Appeal Notice* (Exhibit C) within ten days after receipt of a response or, if no response was received, within ten days of the response deadline at Level One.
2. The Superintendent or designee will hold a conference within ten days after the appeal notice is filed.
3. Only the issues and documents presented at Level One or identified in the Level Two appeal notice will be considered.
4. The Superintendent or designee will have ten days following the conference to provide the student or parent a written response (Exhibit D).

LEVEL THREE
APPEAL

If the student or parent did not receive the relief requested at Level Two or if the time for a response has expired, the student or parent may appeal the decision to the Board.

1. The appeal must be filed on the *Level Three Appeal Notice* (Exhibit E) within ten days after receipt of a response or, if no

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response was received, within ten days of the response deadline at Level Two.

2. The Superintendent or designee will 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.
3. The Board will consider only those issues and documents presented at the preceding levels and identified in the appeal notice.

The Board will then consider the complaint. It may give notice of its decision orally or in writing at any time up to and including the next regularly scheduled Board meeting. [See Exhibit F] 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.