

Kaufman ISD Parent/Student Complaint Procedures

Kaufman ISD values open and direct communication with parents. A parent or guardian's first contact should be directed to the person or office most directly involved with the parent's question or concern. When additional conversation is required the regulations described below should be followed.

Please note: *All problem resolutions begin on campus. Failure to speak with campus teachers or campus administrators first will only confuse and delay the complaint resolution process.*

FIRST CONTACT	IF...
Teacher	Questions/Concerns are related to student progress, grades, lesson content, classroom practices, assessment, discipline, or other matters related to the classroom.
Principal/Asst. Principal	Questions/Concerns are related to campus rules, student grade placement, student registration, parent participation and involvement, student records, special programs, cafeteria concerns, building safety OR any classroom concerns that could not be resolved with the teacher.
Coach	Questions/Concerns are related to athletics such as team rules, participation, schedule conflicts or other matters directly related to a sport or team.
Transportation Director	Questions/Concerns are related to school buses or other district transportation.

If the persons listed above cannot resolve parent/guardians questions and concerns, the parent/guardian will proceed to the second contacts listed below. The second contact may request that a Level I complaint form be completed (as needed).

SECOND CONTACT	IF...
Asst. Superintendent of HR/Operations (Central Administration)	Questions/Concerns are about student discipline or campus rules that could not be resolved with the campus principal or transportation director.
Asst. Superintendent of Academics (Central Administration)	Questions/Concerns are about academics, special programs, or student services that could not be resolved with the campus principal.
Coordinator of Girls Athletics (Athletic Gym)	Questions/Concerns are about girls athletics that could not be resolved with the coach.
Athletic Director (Athletic Fieldhouse)	Questions/Concerns are about boys athletics that could not be resolved with the coach.

If the persons listed above cannot resolve parent/guardian questions or concerns, the parent/guardian may initiate a Level II complaint and set a conference with the Superintendent of Schools.

THIRD CONTACT	IF...
Superintendent (Central Administration)	Questions/Concerns could not be resolved by Second Contacts listed above and a Level II complaint has been filed.

*If the Superintendent is unable to resolve parent/guardian questions or concerns, the parent/guardian may initiate a Level III complaint and set a hearing with the Board of Trustees. **By law, board members may not resolve complaints outside a legally called board meeting and/or hearing.***

FINAL CONTACTS	IF...
School Board	Questions/Concerns could not be resolved by the Superintendent of Schools and a Level III complaint has been filed according to board policies.

FINAL NOTE: *LEVEL II and LEVEL III complaints must be filed according to District Policies FNG Legal and FNG Local. Grievance Forms are available on each campus and at central administration.*