



Complaints and Concerns

STEP ONE: Contact Appropriate School Staff Member

- The most direct route to resolving a concern or issues is for parents/guardians to first conference directly with the involved party (teacher, coach, etc.).
- More than 95% of concerns are resolved through a conversation between those involved.

STEP TWO: Contact Campus Administrators

- Campus administrators are responsible for the school's operations.
- Clarification of school policies and procedures can be explained.
- If necessary, conferences with involved parties can be arranged and a suitable solution can be reached.

STEP THREE: Contact Administration Services Office

- If steps one and two have not resolved your concern, the District Administration Services Office should be contacted at 972-427-6000 X 5830
- The District Administration Services Office will refer each complaint to the campus if the appropriate staff member and campus administrator have not been contacted.
- A formal meeting with all involved parties can be arranged in an effort to reach a resolution.

RESOLUTION: Communication

- A resolution will be communicated via telephone conference, email, or meeting.
- Results of the meeting will be emailed to all parties.

Formal Complaint Process-Level One

- Level One – If you have gone through the previous informal steps of problem-solving and have not met a satisfactory conclusion, you may then move into the formal process by filing the following:
 - Complaint received at the campus level within 15 days of incident.
 - Campus Investigation based on report and hold a conference with the complainant within 10 days.
 - The original complaint form must be completed.
 - Seek resolution at lowest level.
 - Response in writing set forth basis of decision within 10 days.

[LINK TO LEVEL ONE COMPLAINT FORMS](#)

Formal Complaint Process – Level Two

- Level One decision (s) may be appealed to District Administration Services Office only after the process has been followed and written appeal received within 10 days of the decision. A conference will be set within 10 days of notice. All information is limited to the Level One issue.
- Written response within 10 days regarding decision at Level Two.

[LINK LEVEL TWO APPEAL FORMS](#)

Contact School Board

- The Crandall ISD school board can be contacted by requesting a hearing through the superintendent's office.
- The Crandall ISD Board of Trustees serves as an appeal body in resolving disputes.

Formal Complaint Process – Level Three

- The level two decision may be appealed to the Board of Trustees.
- Written appeal must occur within 10 days of the level two response.
- Time, date, and location will be provided to complainant.
- All records will be included from Levels One and Two.
- The Board will hear the complaint; but, may not respond which upholds the administrative decision at level two.

[LINK LEVEL THREE APPEAL FORMS](#)