

STUDENT RIGHTS AND RESPONSIBILITIES:
STUDENT AND PARENT COMPLAINTS

FNG
(REGULATION)

INFORMAL AND
FORMAL
COMPLAINTS

Parents/students are encouraged to resolve concerns and/or complaints through informal conferences whenever possible. Parents/students should initiate the resolution of complaints/grievances beginning at the lowest level in the chain of command based on the nature of the concern/complaint and who has the authority to resolve the issue.

Administrators receiving an informal concern/complaint that has not gone through the levels, specified in policy, should refer the person back to the appropriate level.

If efforts to reach an informal resolution are not successful or the parent/student wishes to file a formal complaint from the onset, the parent/student may initiate the formal complaint process by submitting a written complaint to the appropriate campus or departmental administrator. The written complaint shall include the "Student Complaint Form" found in the Board Policy Manual at FNG (EXHIBIT). If the complainant did not complete a complaint form at Level I, the appropriate administrator should provide the parent/student with a form and request it be completed before the conference so that specific issues can be clearly addressed. Only those concerns specified on the complaint form will be carried forward if appealed to Level II.

Administrators receiving a formal complaint that is not filed with the appropriate administrator must note the date and time the complaint is received and then immediately forward the complaint to the appropriate administrator.

The campus or departmental administrator receiving a formal complaint at Level I and central office administrator receiving an appeal at Level II are expected to utilize and complete the checklist and report form found at FNG (REG) (EXHIBIT) (see Exhibits A and B or C, as appropriate) to ensure that all appropriate steps are taken and timelines are observed.