



Administrative Regulations

South San Antonio Independent School District

F – Student Rights and Responsibilities	FNG
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Student and Parents Complaints/Grievances - 2023	

EXHIBITS

EXHIBIT A: Level 1 Form – 2 pages

EXHIBIT B: Level 2 Appeal Form – 1 page

EXHIBIT C: Level 3 Form Appeal Form – 1 page

EXHIBIT D: Sample Grievance Script – 3 pages

EXHIBIT E: Sample Grievance Response Letter – 1 page

GUIDING PRINCIPALS

Students and parents are encouraged to discuss their concerns with the principal, or other appropriate administrator who has the authority to address the concerns. Concerns should be expressed as soon as possible to allow for an early resolution at the lowest possible administrative level.

RECORDS MAINTENANCE

Student and/or parents should file the appropriate documents to the principal or appropriate administrator as outlined in this process. Once a complaint is received, it will be filed as an official record of complain and the principal or appropriate administrator will determine the lowest level administrator who has the authority to remedy the alleged complaint.

INFORMAL CONFERENCE

Even after a student or parent initiates a formal complaint, they are encouraged to seek an informal resolution of their concerns. If the student or parent feels the matter is resolved, they may withdraw the formal complaint at any time.

LEVEL 1 - IMMEDIATE SUPERVISOR OR LOWEST LEVEL ADMINISTRATOR WITH AUTHORITY TO REMEDY

A student or parent who has a complaint shall file the complaint within 15 days of the date they first knew, or with reasonable diligence should have known, of the event or series of events causing the complaint. They shall submit the complaint in writing. Unless otherwise agreed between the parties, the



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Level 1 grievance hearing shall be conducted within 10 days of receipt of the written complaint. The assigned administrator shall notify the student or parent of the date, time and place of the grievance hearing at which the complaint may be presented. The administrator who conducts the hearing shall respond in writing to the individual or their representative within 10 days from the completion of the grievance hearing. The individual or their representative has 10 days after receiving the response to appeal to the next level. The complaint shall be considered concluded if the employee does not appeal within that time limit. If unable to resolve.....

LEVEL 2 - SUPERINTENDENT OR DESIGNEE

If the student or parent did not receive the relief requested at Level 1 or if the time for a response has expired, they may request a conference with the Superintendent or designee to appeal the Level 1 decision. The student or parent has 10 days after receiving the response at Level 1 to appeal to Level 2. The appeal must be filed on a form provided by the District. The Superintendent or designee shall schedule a conference within 10 days after the appeal notice is filed. If unable to resolve.....

LEVEL 3 - BOARD

If the student or parent did not receive the relief requested at Level 2 or if the time for response has expired, they may appeal the decision to the Board. The appeal must be filed in writing on a form provided by the District within 10 days of the Level 2 response deadline. The Superintendent or designee shall 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. The complaint shall be considered concluded if the student or parent does not appeal within that time limit.