



Administrative Regulations

South San Antonio Independent School District

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Public Complaints - 2023	

In this regulation, the terms "complaint" and "grievance" shall have the same meaning.

Complaints by members of the public shall be filed in accordance with this regulation, except as required by the policies listed below. Some of these policies require appeals to be submitted in accordance with GF after the relevant complaint process:

1. Complaints concerning instructional resources shall be filed in accordance with the EF series.
2. Complaints concerning a commissioned peace officer who is an employee of the District shall be filed in accordance with CKE.

Complaints regarding refusal of entry to or ejection from District property based on Education Code 37.105 shall be filed in accordance with this policy. However, the timelines shall be adjusted as necessary to permit the complainant to address the Board in person within 90 calendar days of filing the initial complaint, unless the complaint is resolved before the Board considers it. [See GKA(LEGAL)]

GUIDING PRINCIPALS

The Board encourages the public to discuss concerns an 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. Informal resolution shall be encouraged but shall not extend any deadlines, except by mutual written consent.

"Days" shall mean District business days, unless otherwise noted. In calculating timelines under this policy, the day a document is filed is "day zero." The following business day is "day one."

INFORMAL CONFERENCE

An individual may initiate the formal process described below by timely filing a written complaint form. Even after initiating the formal complaint process, individuals are encouraged to seek informal resolution of their concerns. An individual whose concerns are resolved may withdraw a formal complaint at any time. The process described in this policy shall not be construed to create new or additional rights beyond those granted by law or Board policy, nor to require a full evidentiary hearing or "mini-trial" at any level.

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



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An individual who has a complaint shall file the complaint within 15 days of the date the individual first knew, or with reasonable diligence should have known, of the event or series of events causing the complaint. The individual shall submit the complaint in writing. If the complaint is not filed with the appropriate administrator, the receiving administrator must note the date and time the complaint form was received and immediately forward the complaint form to the appropriate administrator. The appropriate administrator shall investigate as necessary and schedule a conference with the individual within ten (10) days after receipt of the written complaint. The administrator may set reasonable time limits for the conference. Absent extenuating circumstances, the administrator shall provide the individual a written response within ten days following the conference. The written response shall set forth the basis of the decision. In reaching a decision, the administrator may consider information provided at the Level One conference and any other relevant documents or information the administrator believes will help resolve the complaint. If unable to resolve.....

LEVEL 2 SUPERINTENDENT OR DESIGNEE

If the individual did not receive the relief requested at Level 1 or if the time for a response has expired, the individual may request a conference with the Superintendent or designee to appeal the Level 1 decision. The individual 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 individual did not receive the relief requested at Level 2 or if the time for response has expired, the individual 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 individual 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 individual does not appeal within that time limit.