Williamsburg Community School District

Policy Guide

SECTION: PUPILS

TITLE: STUDENT COMPLAINT PROCESS

ADOPTED: 4/21/87

REVISED: 9/18/2018

219. STUDENT COMPAINT PROCESS

The Board recognizes that students have the right to request redress of complaints, further, the Board believes that the inculcation of respect for lawful procedures is an important part of the educational process. Accordingly, individual and group complaints should be recognized and appropriate appeal procedures provided.

For purposes of this policy, a student "complaint" shall be any such that arises out of actions that directly affect the student's participation in an approved educational program.

The Board or its employees will recognize the complaints of the students of this district provided that such complaints are made according to the procedures established by Board policy.

The student should first make the complaint known to the staff member most closely involved or, if none is identifiable, his/her guidance counselor and both shall attempt to resolve the issue informally and directly.

For complaints which must move beyond the first step, the student shall prepare a written statement of his/her complaint which shall:
1. Set forth the specific nature of the complaint and a brief statement of the facts giving rise to it.
2. The manner in which and extent to which the student believes he/she has been adversely affected.
3. The relief sought by the student
4. The reasons why the student feels he/she is entitled to the relief sought.

The complaint may then be submitted, in turn, to the building principal, the Superintendent and the Board and with a suitable period of time allowed at each level for the hearing of the complaint and the preparation of a response and at each level, the student shall be afforded the opportunity to be heard personally by the school authority.

At each step beyond the first, the school authority hearing the complaint may call the student's parent.

The student may seek the help of a parent or guardian at any step.