COMPLAINT INFORMATION AND PROCEDURES

Beaumont ISD strives to obtain amicable resolution to all complaints through an informal process and strongly encourages all individuals to attempt to resolve their concerns with the appropriate campus or department leader. However, if you are unable to resolve an issue, parents, employees, and community members have the right to participate in a formal complaint process as provided for in Beaumont ISD Board Policy.

Complaints must be filed utilizing the District's complaint forms available in the Office of the Superintendent. Please call 409-617-5001 should you wish to receive an electronic copy. Please note that Beaumont ISD Board Policies provide that all complaints must be filed within 15 business days of the date the complainant first knew, or with reasonable diligence should have known, of the decision or action giving rise to the complaint or grievance.

Overview of the Complaint Process



- File the complaint form in the Office of the Superintendent within 15 business days of the date of the action or decision giving rise to the complaint.
- The complaint will be assigned to the lowest level administrator with the authority to grant the remedy requested.
- The administrator will schedule and conduct a conference within 10 business days of the date the complaint was filed unless the grievant agrees to extend the deadline.
- The administrator will issue a written decision within 10 business days of the conference unless the grievant agrees otherwise.

Level 2

- If the grievant is not satisified with the response at Level One, the grievant should file notice of appeal with the Office of the Superintendent within 10 business days of the date of the Level One response.
- The complaint will be assigned to the Superintendent's designee. The designee will schedule and conduct a conference within 10 business days of receipt of the appeal notice unless the grievant agrees to extend the deadline.
- The designee will issue a written decision within 10 business days of the conference unless the grievant agrees otherwise.

Level 3

- If the grievant is not satisified with the response at Level Two, the grievant should file notice of appeal to Level Three with the Office of the Superintendent within 10 business days of the date of the Level Two response.
- The complaint will be placed on the next regularly scheduled board meeting agenda for the Board of Trustees to consider the method of hearing: Subcommittee, Hearing Officer, or Board Hearing.
- The complaint will be heard in the method selected by the Board as detailed in Board Policy and the grievant will be provided the
 opportunity to submit either written or oral argument for the full Board of Trustees to consider before issuing a final decision.

The District's complaint policies are available at the following links:

Employee Complaints: <u>DGBA (Legal) & (Local)</u> Parent/Student Complaints: <u>FNG (Legal) & (Local)</u>

Public Complaints: GF (Legal) & (Local)