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## **Regulation: Student Concerns, Complaints, and Grievances**

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For the purposes of this procedure, the following categories of complaints are established:

1. Complaints involving the conduct of an individual
2. Complaints involving departmental procedures
3. Complaints involving building procedures
4. Complaints involving Board policies and regulations
5. Complaints involving curricular programs
6. Complaints involving unlawful discrimination
7. All other complaints

All complaints must be initiated in writing, dated, and signed by the complainant. Forms for this purpose are available in each School Director's office. Completed forms must be filed with the appropriate persons as follows:

1. Conduct of an individual: the immediate supervisor of the individual. The School Director is the supervisor of the teachers; the appropriate District Administrator is the supervisor of the School Principal or support staff members.
2. Departmental procedures: School Director.
3. Building procedures: School Director.
4. Board policies and regulations: appropriate District Administrator.
5. Curricular programs: appropriate District Administrator.
6. Unlawful discrimination: see Policies AC, JB, and JBB.
7. All others: School Director.

When a complaint is filed in writing, a conference will be held with the complainant within five school days. A written response will be given to the complainant within 10 school days following the conference.

If the complaint is not resolved to the satisfaction of the student, a written appeal may be submitted within 10 school days in accordance with the appeal procedures.

### **Appeals**

Appeals must be initiated in writing, dated, and signed by the appellant. Appeals must include a copy of the written response that was provided and an explanation of the

reason for the appeal. Appeals should be submitted to the next individual in line, in the following order: school director, appropriate District administrator, Superintendent, Board of Education.

When an appeal has been filed, a conference will be held with all parties involved within 10 school days. A written response will be given to the appellant within 10 school days following the conference.

If the appeal should reach the level of the Board of Education, a meeting with the Board will be scheduled within 20 school days after a written appeal has been filed. A written response from the Board will be given to the appellant within 10 school days following the conference.

*Adopted October 23, 2018.*