

STEPS

solutions to effective problem solving

Process for Parent/Students

Step 1. Contact the Direct Supervisor/Campus Principal

The most direct route to resolve a concern is to confer directly with the person involved, whether it is a teacher, assistant principal, or supervisor, etc. More than 95% of concerns are resolved by a conversation between those involved. If your concerns are not resolved by contacting or meeting with the person involved, you should contact the Campus Principal. The Campus Principal is responsible for the school's operation and can provide explanations and clarification of policies and procedures, and specific campus and district information.

Step 2. Level I Complaint/Grievance Process

If your concerns are not resolved by meeting with the appropriate staff member, campus administrator, and/or the campus principal, a formal Level I complaint/grievance may be necessary. You can access a **Parent/Student Level 1 Complaint/Grievance Form** by going to www.emsisd.com and clicking on the "Parents" tab and then clicking on "Complaints/ Grievances" tab. This form can be provided to you in hard copy format upon your request to the Campus Principal. ***Note:** According to Board Policy FNG(LOCAL), a Level I Complaint/Grievance **MUST** be filed within 15 days of the date the student or parent first knew, or with reasonable diligence should have known, of the decision, action, or circumstance giving rise to the complaint or grievance. Level One complaint/grievances will be assigned to the lowest level administrator who has the authority to remedy the concern/problem. The Parent/Student Level I Complaint/Grievance Form can be submitted to Grievance@ems-isd.net, hand delivered, or mailed to the Director of Policy and Information Management.

Step 3. Level II Complaint/Grievance Process

If your concerns are not resolved by the Level I Complaint/ Grievance Process, contact the Director of Policy and Information Management at 817-232-0880 or via email at Grievance@ems-isd.net. You can access the **Level II Parent/Student Complaint/Grievance Form** by going to www.emsisd.com and clicking on the "Parents" tab and then clicking on the "Complaints/ Grievances" tab. This form can be provided to you in hard copy format upon your request to the Director of Compliance and Policy. * **Note:** According to Board Policy FNG (LOCAL), a Level II Complaint/Grievance Appeal **Notice MUST** be filed in writing on the form provided by the district within 10 days of the date of the written Level I response.

Step 4. Level III Complaint/Grievance Process

If your concerns are not resolved by the Level II Complaint/Grievance Process, you may appeal the Level II decision to the members of the EMS ISD Board of Education. The Level III appeal notice must be filed in writing, on a form provided by the District. 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 before to the Board. A Board Member may be required to recuse him or herself if he or she has been involved in the complaint/grievance process prior to the Level III hearing. You can access the **Level III Parent/Student Complaint/Grievance Form** by going to www.emsisd.com and clicking on the "Parents" tab and then clicking on the "Complaints/Grievances" tab. * **Note:** According to Board Policy FNG (LOCAL), a Level III Complaint/Grievance Appeal notice **MUST** be filed in writing on the form provided by the district within 10 days of the date of the written Level II response.



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Level I Parent/Student Complaint Grievance Form

To file a formal complaint in accordance with Board Policy FNG (LOCAL), please fill out this form completely and submit via email to Grievance@ems-isd.net, or by hand or standard mail delivery to the Director of Policy and Information Management, 1600 Mustang Rock Road, Fort Worth, TX 76179. All formal complaints/grievances will be heard in accordance with FNG (LEGAL and LOCAL).

DATE OF FILING: _____

PARENT NAME: _____

STUDENT NAME: _____ GRADE LEVEL: _____

ADDRESS: _____

PHONE NUMBER: _____ EMAIL ADDRESS: _____

CAMPUS: _____ CAMPUS PRINCIPAL: _____

- 1. State in detail the facts of the incident, decision, event, or the series of events supporting or causing your complaint (provide specific information).**
- 2. State the dates of the incident, decision, event, or the series of events causing your complaint.**
- 3. Explain how you or your child have been affected or impacted by the incident, event, or the series of events causing the complaint.**



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4. State in detail the efforts you have made to resolve your complaint informally at the campus level and the outcome of your efforts.
5. State the individuals in which you communicated your complaint and include the date.
6. State the outcome or remedy you seek for this complaint/grievance.

Parent Signature: _____

Please Note:

A complaint/grievance or appeal form that is incomplete in any material aspect may be dismissed but may be re-filed with all the required information if the re-filing is within the designated time for filing a complaint/grievance.

You may attach to this form any documents or records you believe will support the complaint/grievance; if unavailable when you submit this form, the documents and records may be presented at the Level I Meeting **ONLY**. Please maintain a copy of all forms and supporting documentation for your records.