

Plano ISD  
043910

PUBLIC COMPLAINTS

GF  
(EXHIBIT)

The forms on the following pages are provided to assist the District in processing public grievances:

[Exhibit A:](#) Public Grievance Form - Level One – 2 pages

[Exhibit B:](#) Level Two Appeal Notice – 2 pages

[Exhibit C:](#) Public Informal Mediation Form – Level Two – 2 pages

[Exhibit D:](#) Level Three Appeal Notice – 2 pages

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## Exhibit A—Public Grievance Form—Level One

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**Note:** Informal resolution is encouraged but does not extend any deadlines in GF(LOCAL), except by mutual written consent. Please use this form to file a formal, initial grievance in accordance with GF(LOCAL), regardless of the level of administrator or hearing that may be designated by the District to respond to the grievance.

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To file a formal grievance, please fill out this form completely and submit it by hand-delivery, by electronic communication, including email and fax, or by U.S. Mail to the appropriate administrator within the time established in GF(LOCAL). All grievances will be heard in accordance with GF(LEGAL) and (LOCAL) or any exceptions outlined therein.

*(Please print.)*

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone  
number: \_\_\_\_\_

Email address: \_\_\_\_\_

If you will be represented in presenting your grievance, please identify the person representing you.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone  
number: \_\_\_\_\_

Email address: \_\_\_\_\_

Please describe the decision or circumstances causing your grievance (*give specific factual details*).

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What was the date of the decision or circumstances causing your grievance?

Please explain how you have been harmed by this decision or circumstance.

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Please describe any efforts you have made to resolve your concerns and the responses to your efforts. Please include dates of communication and whom you communicated with regarding your concerns.

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Please describe the outcome or remedy you seek for this grievance.

Grievant's signature: \_\_\_\_\_

Signature of grievant's representative: \_\_\_\_\_

Date of filing: \_\_\_\_\_

*Grievant, please note:*

*If you are initiating a formal grievance with the District, please use this Exhibit A–Level One form. The appropriate level administrator or level hearing will be designated to respond to the grievance in accordance with this policy.*

*A grievance form that is incomplete in any material way may be dismissed, but may be refiled with all the required information if the refiling is within the designated time for filing a grievance.*

*Attach to this form any documents you believe will support the grievance; if unavailable when you submit this form, they may be presented no later than the Level One conference. Please keep a copy of the completed form and any supporting documentation for your records.*

### Exhibit B—Level Two Appeal Notice

To appeal a Level One decision, or the lack of a timely response after a Level One conference as outlined in Board Policy GF(LOCAL), please fill out this form completely and submit it by hand-delivery, by electronic communication, including email and fax, or by U.S. Mail to the Superintendent or designee within the time established in GF(LOCAL). Appeals will be heard in accordance with GF(LEGAL) and (LOCAL) or any exceptions outlined therein.

*(Please print.)*

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone  
number: \_\_\_\_\_

Email address: \_\_\_\_\_

If you will be represented in presenting your appeal, please identify the person representing you.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone number: \_\_\_\_\_

Email address: \_\_\_\_\_

Who held the Level One conference? \_\_\_\_\_

Date of conference: \_\_\_\_\_

Date of response to the Level One conference: \_\_\_\_\_

Please explain specifically how you disagree with the outcome at Level One.

\_\_\_\_\_  
\_\_\_\_\_

1. Attach a copy of your original Level One grievance and any documentation submitted at Level One.
2. Attach a copy of the Level One response being appealed, if applicable.

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Grievant's signature:

\_\_\_\_\_  
Signature of grievant's representative:

\_\_\_\_\_  
Date of filing:

*Grievant, please note:*

*If you are initiating a formal grievance with the District, please use the Level One form at Exhibit A. The appropriate level administrator or level hearing will be designated to respond to the grievance in accordance with this policy.*

*A grievance or appeal form that is incomplete in any material way may be dismissed but may be refiled with all the required information if the refiling is within the designated time for filing a grievance or appeal.*

*Please keep a copy of the completed form and any supporting documentation for your records.*

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### Exhibit C— Public Informal Mediation – Level Two

Please fill out this form completely and submit it by hand delivery, by U.S. mail or by electronic communication to the campus principal or appropriate administrator within the time established in GF(LOCAL). All grievance s will be heard in accordance with GF(LEGAL) and (LOCAL) or any exceptions outlined therein.

1. Name: \_\_\_\_\_

2. Address: \_\_\_\_\_

\_\_\_\_\_  
Telephone number: \_\_\_\_\_

3. Campus/Department: \_\_\_\_\_

4. Please describe the decision or circumstances causing your grievance (give specific factual details).

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. Please describe any efforts you have made to resolve your grievance informally and the responses to your efforts.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

With whom did you communicate? \_\_\_\_\_

On what date? \_\_\_\_\_

6. Did the informal process lead to a satisfactory resolution?

\_\_ YES; if so, date: \_\_\_\_\_

\_\_ NO

Grievant signature: \_\_\_\_\_

Date of filing: \_\_\_\_\_

Method of filing: \_\_\_\_\_

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Name of person receiving filing:

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*Grievant, please note:*

*If member of the public has engaged in the informal process in an attempt to resolve the grievance with the District and has not reached a resolution during the process, the grievant must file a grievance within 15 business days of the date the grievant first knew, or with reasonable diligence should have known, of the decision or action giving rise to the grievance or grievance.*

*Attach to this form any documents you believe will support the grievance. Please keep a copy of the completed form and any supporting documentation for your records.*

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### Exhibit D—Level Three Appeal Notice

To appeal a Level Two decision, or the lack of a timely response after a Level Two conference, please fill out this form completely and submit it by hand-delivery, by electronic communication, including email and fax, or by U.S. Mail to the Superintendent or designee within the time established in GF(LOCAL). Appeals will be heard in accordance with GF(LEGAL) and (LOCAL) or any exceptions outlined therein.

*(Please print.)*

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone  
number: \_\_\_\_\_

Email address: \_\_\_\_\_

If you will be represented in presenting your appeal, please identify the person representing you.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone number: \_\_\_\_\_

Email address: \_\_\_\_\_

Who held the Level Two conference? \_\_\_\_\_

Date of conference: \_\_\_\_\_

Date of response to the Level Two conference: \_\_\_\_\_

Please explain specifically how you disagree with the outcome at Level Two.

\_\_\_\_\_  
\_\_\_\_\_

Do you want the Board to hear this appeal in open session?

- No  
 Yes

If yes, the Board will consider your request; however, you may not have a legal right under the Texas Open Meetings Act to require a meeting in open session.

1. Attach a copy of your original Level One grievance and any documentation submitted at Level One and a copy of your Level Two appeal notice.
2. Attach a copy of the Level Two response being appealed, if applicable.

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Grievant's signature: \_\_\_\_\_

Signature of grievant's representative: \_\_\_\_\_

Date of filing: \_\_\_\_\_

*Grievant, please note:*

*If you are initiating a formal grievance with the District, please use the Level One form at Exhibit A. The appropriate level administrator or level hearing will be designated to respond to the grievance in accordance with this policy.*

*A grievance or appeal form that is incomplete in any material way may be dismissed but may be refiled with all the required information if the refiling is within the designated time for filing a grievance or appeal.*

*Please keep a copy of the completed form and any supporting documentation for your records.*

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