

CARES

Communicating

And

Resolving

Every

Situation

Process for the Public or Community Member

Step 1. Contact the Department/Staff Member/Campus Principal

The most direct route to resolving a concern is to confer directly with the person involved. More than 95% of concerns are resolved by a conversation between those involved. Community Members and Members of the Public are encouraged to resolve their concerns through an informal conference with the individual department member, Department Coordinator, Director, Executive Director, or the Campus Principal who has the authorization to remedy your concern.

Step 2. Level I Complaint/Grievance Process

If your concerns are not resolved by meeting with the appropriate individual, a formal Level I Complaint/Grievance may be necessary. Please contact the Human Resources Department via email at Grievances@chisd.net or you can access the **Community Level 1 Complaint/Grievance Form** by going to www.chisd.net, select Community and click on the link "Community Complaint Form". This form can be provided to you in hard copy format upon your request to the Human Resources Department. ***Note: According to Board Policy DGBA (LOCAL), a Level I Complaint/Grievance MUST be filed within 15 business days of the date the employee first knew, or with reasonable diligence should have known of the decision, action, or circumstance giving rise to the complaint or grievance. The Employee Level I Complaint/Grievance Form can be submitted to Grievances@chisd.net, hand delivered, or mailed to the Human Resources Department. A hearing will be held within 10 calendar days from the date the complaint/grievance form was received.**

Step 3. Level II Complaint/Grievance Process

If your concerns are not resolved by the Level I Complaint/ Grievance Process, contact the Human Resources Department via email at Grievances@chisd.net. You can access the Level II Public/Community Member Complaint/Grievance Form by going to www.chisd.net, select Community and click on the link "Community Complaint Form". This form can be provided to you upon request to the Human Resources Department. ***Note: According to Board Policy DGBA (LOCAL), a Level II Complaint/Grievance Appeal Notice MUST be filed in writing on the form provided by the district within 20 calendar days of the date written Level I decision date. A hearing will be held within 10 calendar days from the day the level 1 appeal was received.**

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 CHISD Board of Education. The Level III appeal notice must be filed in writing, on a form provided by the District. The designee shall inform the public or community member of the date, time, and place of the board meeting at which the complaint will be on the agenda for presentation before 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 Public or Community Member Complaint/Grievance Form** by going to www.chisd.net, and click on the link "Community & Community Complaint Form". ***Note: According to Board Policy DGBA (LOCAL), a Level III Complaint/Grievance Appeal notice MUST be filed in writing on the form provided by the district within 20 calendar days of the date of the written Level II decision date. A hearing will be held within 60 calendar days from the level 2 decision date.**

CARES

Situation

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2. Specify the date(s) on which the incident, event, or series of events occurred.

3. Describe how you have been affected or impacted by the incident, event, or series of events.

4. Detail any efforts you have made to resolve the matter informally, if applicable.

5. Clearly state the outcome or remedy you are seeking as a result of this complaint or grievance

Public or Community Member 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.