

Cedar Hill

CARES

Communicating And Resolving Every Situation

Process for the Parent/Student

Step 1. Contact the Direct Supervisor/Campus Principal

The most direct route to resolving a concern is to confer directly with the person involved, whether that person is a teacher, assistant principal, supervisor, or other staff member. More than 95% of concerns are resolved through a conversation between the parties. If your concern is not resolved through an informal meeting, you should contact the Campus Principal. The Campus Principal is responsible for the school's operation and can provide explanations and clarifications regarding policies, procedures, and campus & district-level 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.chisd.net click on "Services & Departments", click on "Student Services and Administration" and click on the link "Parent Complaint Forms". This form can be provided to you upon your request to the Campus Principal. ***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 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 Human Resources via email at Grievances@chisd.net. Or you can access the **Level II Parent/Student Level 1 Complaint/Grievance Form** by going to www.chisd.net, click on "Services & Departments", click on "Student Services and Administration" & click on the link "Parent Complaint Forms". This form can be provided to you upon your 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 date 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 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 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.chisd.net, click on "Services & Departments", click on "Student Services and Administration" and click on the link "Parent Complaint Forms". ***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 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.

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Level I Parent / Student Complaint Grievance Form

To file a formal complaint in accordance with Board Policy FNG (LOCAL), please complete this form in its entirety and submit it via email to Grievances@chisd.net, in person, or by standard mail to:

Human Resources Department, 285 Uptown Blvd., Building 300, Cedar Hill, TX 75104.

All formal complaints and grievances will be processed in accordance with FNG (LEGAL and LOCAL).

Date of Filing: _____

Name: _____

Position: _____

Campus/ Department: _____

Phone Number: _____ Email Address: _____

1. Provide a detailed description of the incident, event, or series of events that form the basis of your complaint, including the name(s) of the individual(s) involved and any relevant specifics.

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

Student/ 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 record