

STUDENT RIGHTS AND RESPONSIBILITIES
STUDENT AND PARENT COMPLAINTS

FNG (REGULATION)
(EXHIBIT)

- Exhibit A: Student/Parent Complaint Form – Level One – 1 page
- Exhibit B: Notice of Appeal at Level Two – 1 page
- Exhibit C: Notice of Appeal to the Board at Level Three – 1 page
- Exhibit D: Administrator’s Checklist for the Complaint Process – 1 page
- Exhibit E: Administrator’s Script for a Level One Hearing – 2 pages

STUDENT RIGHTS AND RESPONSIBILITIES
STUDENT AND PARENT COMPLAINTS

FNG (REGULATION)
(EXHIBIT)

EXHIBIT A

STUDENT/PARENT COMPLAINT FORM - LEVEL ONE

Any student/parent who wishes to file a complaint, in accordance with the provisions of Board Policy FNG (LOCAL), must complete this form and submit it by hand delivery, electronic communication, including email and the online complaint portal, or U.S. mail to the campus principal prior to the Level One Hearing. All complaints will be processed in accordance with FNG (LOCAL).

1. Student's Name: _____
Parent/Guardian's Name: _____
Address: _____ Daytime Telephone: _____
City: _____ State: _____ Zip: _____
Email: _____

2. Campus: _____ Grade Level: _____

3. Please state the date of the decision or circumstances causing the complaint: _____

4. Please describe the decision or circumstances causing the complaint (Give specific & factual details.): _____

5. Please explain how you have been harmed by this decision or circumstance (Do not indicate "See Attached" but instead give a brief explanation.): _____

6. Please describe any efforts you have made to resolve your complaint informally and the responses to your efforts: _____

With whom did you communicate?: _____ On what date?: _____

7. Please describe the outcome or action you are seeking: _____

8. If you will be represented in voicing your complaint, please identify the person representing you:

Name: _____

Address: _____

Telephone: _____

Student Signature _____ Date _____

Parent/Guardian Signature _____ Date _____

Signature of representative, if applicable _____ Date _____

FOR OFFICE USE ONLY	
Date and Time Received:	Case No.:

STUDENT RIGHTS AND RESPONSIBILITIES
STUDENT AND PARENT COMPLAINTS

FNG (REGULATION)
(EXHIBIT)

EXHIBIT B

NOTICE OF APPEAL AT LEVEL TWO

This form must be filled out completely by a student/parent appealing a Level One decision, or the lack of a timely response after a Level One Hearing. The completed form may be submitted by hand delivery, electronic communication, including email and the online complaint portal, or U.S. mail to the Executive Director of Student Affairs in accordance with Board Policy FNG (LOCAL).

1. Student's Name: _____

Parent/Guardian's Name: _____

Address: _____ Daytime Telephone: _____

City: _____ State: _____ Zip: _____

Email: _____

2. Campus: _____ Grade Level: _____

3. To whom did you present your complaint at Level One? _____

4. Date of Level One Hearing: _____

5. Date you received a response to the Level One Hearing: _____

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

7. Attach a copy of your original complaint and any documentation submitted at Level One.

8. Attach a copy of the Level One response being appealed, if applicable.

9. If you will be represented in voicing your complaint, please identify the person representing you:

Name: _____

Address: _____

Telephone: _____

Student Signature

Date

Parent/Guardian Signature

Date

Signature of representative, if applicable

Date

FOR OFFICE USE ONLY

Date and Time Received: _____

Case No.: _____

STUDENT RIGHTS AND RESPONSIBILITIES
STUDENT AND PARENT COMPLAINTS

FNG (REGULATION)
(EXHIBIT)

EXHIBIT C

NOTICE OF APPEAL TO THE BOARD AT LEVEL THREE

This form must be filled out completely by a student/parent appealing a Level Two decision, or the lack of a timely response after a Level Two Hearing. The completed form may be submitted by hand delivery, electronic communication, including email and the online complaint portal, or U.S. mail to the Superintendent in accordance with Board Policy FNG (LOCAL).

1. Student's Name: _____

Parent/Guardian's Name: _____

Address: _____ Daytime Telephone: _____

City: _____ State: _____ Zip: _____

Email: _____

2. Campus: _____ Grade Level: _____

3. To whom did you present your appeal at Level Two? _____

4. Date of Level Two Hearing: _____

5. Date you received a response to the Level Two Hearing: _____

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

7. Attach a copy of your original complaint and any documentation submitted at Level One and a copy of your Level Two appeal notice.

8. Attach a copy of the Level Two response being appealed, if applicable.

9. If you will be represented in voicing your complaint, please identify the person representing you:

Name: _____

Address: _____

Telephone: _____

Student Signature

Date

Parent/Guardian Signature

Date

Signature of representative, if applicable

Date

FOR OFFICE USE ONLY

Date and Time Received: _____

Case No.: _____

ADMINISTRATOR'S CHECKLIST FOR THE COMPLAINT PROCESS

- Review the electronic complaint form (original complaint or appeal). If a complaint form is submitted through hand delivery, email, or any means other than the district's electronic complaint portal, note the date and time of receipt, and enter the complaint into the electronic complaint portal.
- Informal complaints are those not submitted on an official District complaint form. If a person makes an informal complaint in lieu of a formal complaint, provide the person a link to the online complaint portal and notify the person in writing that a complaint must be filed on the correct form within timelines to be heard under Board Policy FNG.
- Review Board Policy FNG (LOCAL) to ensure that FNG is the appropriate complaint process. Certain issues (harassment, bullying, 504, special education, etc.) have their own complaint procedures. If the complaint is not filed with the appropriate administrator, note the date and time received on the notice and immediately forward the complaint to the appropriate administrator.
- Determine whether the complaint or appeal was filed within the timeframe allowed by FNG (Local). If the complaint was filed outside the timeframe, determine whether the complaint will be dismissed immediately or a hearing will be held to assess the complaint and its timeliness.
- Determine whether the complainant will be represented by an attorney during the hearing. If the complainant is represented by an attorney, notify the General Counsel's office to request an attorney to represent the District. Hearings with legal representation will be scheduled by the General Counsel's office.
- Schedule a hearing with the complainant within ten (10) business days of receipt of the written complaint.
- If the hearing cannot be scheduled within the allotted timeframe, ask whether the complainant would agree to a delay. If mutual agreement is reached, document this fact in writing to the complainant. Schedule the hearing with reasonable promptness.
- All hearings must be audio recorded. The hearing officer will maintain a copy of the recording in the record of the complaint.
- During the hearing, use the Administrator's Script for a Level One Hearing (Exhibit E) as a guide. Have the complaint and the complainant's exhibits available for your review and to assist you in asking clarifying questions as needed. The complainant should not address issues that were not brought forward in the original complaint.
- Conduct an investigation if necessary. Review relevant policies, handbooks, and codes of conduct. Document all findings.
- Draft a decision letter summarizing the complaint, the information shared at the hearing, the decision, and the basis for the decision.
- Submit the decision letter to the Executive Director of Student Affairs for review three business days before it is due to the complainant. The Executive Director will review the decision and provide guidance to the administrator.
- Issue the written decision to the complainant within ten (10) business days after the hearing.
- Submit the final decision letter, audio recording of the hearing, all documentation submitted by the complainant, and all documentation you relied on to reach your decision to the Executive Director of Student Affairs.

ADMINISTRATOR'S SCRIPT FOR A LEVEL ONE HEARING

TURN ON RECORDING DEVICE

My name is _____. I am the Principal/Associate Principal at _____, and I am serving as the hearing officer for this Level One hearing. We are here to convene a Level One hearing filed by _____ [name of complainant]. For the record, I would like to note the procedural steps involved in this grievance.

- This Level One hearing is taking place today on _____, 20____ at the _____ [location] at _____ a.m./p.m.
- This hearing is being audio recorded. I would ask that when you speak, you identify yourself for the audio recording. Also, please don't speak when someone else is speaking so that we may hear what everyone is saying.
- With me today is our school's legal counsel, _____ to assist me in the procedural steps involved in this grievance.
- A Level One hearing isn't like a trial. There is no calling of witnesses or cross examination of the administration. This is an opportunity for you to tell me why I need to change the decision that has been made.
- If you have any documents you would like me to consider, you may present them as well.
- I would remind you that I can only consider the issues you described in your written request for this grievance.
- Therefore, I would urge you to present the issues, describe why you were grieved, and state specifically your relief. Those are the only things you may discuss at this meeting.
- I will allow the Complainant or his/her representative 20 minutes to present your information. At the conclusion of your presentation, I may ask questions. I will not make a formal decision today but will review all the information given.
- At this time, I would like everyone to introduce themselves and state your position for the audio recording.

STUDENT RIGHTS AND RESPONSIBILITIES
STUDENT AND PARENT COMPLAINTS

FNG (REGULATION)
(EXHIBIT)

[To the Complainant or her representative]

- Please proceed to describe your grievance and present your information.
- _____ [name of Complainant], I'll hear from you or your attorney.

[The Complainant and/or attorney make their presentation.]

[After the Complainant has presented their information, the Hearing Officer can ask any questions you have to clarify any position or facts that are unclear.]

Now, let me make sure I understand exactly what your complaints are.

***[Note to Hearing Officer: List the complaints as you understand them.
Allow the Complainant to clarify if you've missed something.]***

Now let me make sure I understand exactly what relief you are requesting.

***[Note to Hearing Officer: List the relief the Complainant is requesting.
Allow the Complainant to clarify if you've missed something.]***

This concludes our hearing. I will consider the information submitted and provide you a written response within ten business days.

- The response will be e-mailed. Would you like for the response to be sent directly to you or your attorney?

[TURN OFF THE AUDIO RECORDER]