



COMPLAINT FORM
Level One

Person filing this Complaint: _____
Address: _____
Telephone number: _____
This Complaint is against: _____

Please state your specific complaint or complaints. Describe In detail the events surrounding this Complaint. Include dates, times, locations, persons present, substance of statements and conversations, etc. Be as factual as possible. If you must express an opinion, make it clear that it is your opinion. Attach additional pages If necessary.

Direct us to any person or persons who may have knowledge of the facts stated in this Complaint, including names, addresses and telephone numbers.

Please state alleged individual harm and any persons alleged to have been harmed, if other than. you.

State the specific relief or resolution you are requesting.

Attach copies of any written documentation that may assist us in resolving this Complaint.

NOTE: When you are finished, please read your statement in its entirety. Make any necessary changes and initial each. Then, initial each sheet in the bottom right-hand corner. Sign and date the complaint below. This form must reflect District Designee's signature and receipt date.

"I, the undersigned complainant, affirm that to the best of my knowledge and belief the above statements are true and correct."

Complainant Date

WFISD Designee Date

File a local grievance: Every school district has its own process, so start by asking an administrator how to access your district's grievance policy, which is required to be posted on the district's website. If you decide to file a formal grievance, timing is important! If you have not engaged in the informal process, you have no more than **60 calendar days** from the date you first knew of the action to file a complaint. If you have engaged in an informal process, you have the later of **90 calendar days** from the action, or **30 calendar days** from the date the District provided you with information on how to file.

Level One: FNG

- Complaint forms must be filed:

Within **60 calendar days** (or the later of **90 calendar days** / **30 calendar days** if the informal process was utilized) of the date the student or parent first knew or with reasonable diligence should have known of the decision **or** action giving rise to the complaint or grievance.

With the lowest level administrator who has the authority to remedy the alleged problem. In most circumstances, students and parents shall file Level One complaints with the campus principal.

The appropriate hearing officer shall hold a hearing with the student or parent within **10 calendar days** after receipt of the written complaint. The hearing officer may set reasonable time limits for the hearing.

The hearing officer shall provide the student **or** parent a written decision within **20 calendar days** following the hearing. The written response shall set forth the basis of the decision. In reaching a decision the hearing officer may consider information provided with the complaint form and any other relevant documents or information the hearing officer believes will help resolve the complaint.

- Appeal to Level Two and Level Three must be submitted in writing within **20 calendar days** of the date of the previous Level's decision (or decision deadline).
- Level Two guidelines are the same as Level One, except the appeal notice is forwarded to a Level Two hearing officer who must hold a hearing within **10 calendar days** and issue a decision within **20 calendar days**.
- Level Three- The Board or Board committee must hold a meeting to discuss the complaint no later than **60 calendar days** after the date on which the Level Two decision was made, with a final decision issued no later than **30 calendar days** after that meeting.

DGBA (LOCAL) for employee grievances,

FNG (LOCAL) for student and parent grievances,

GF (LOCAL) for grievances by all others, including vendors and taxpayers