COMMUNITY ISD
972-843-6000 | 611 FM 1138 North, Nevada, Texas 75173

COMPLAINTS/GRIEVANCE & STUDENT DISCIPLINARY APPEAL PROCESS and FLOWCHART

NO PRIOR INFORMAL PROCESS: A complainant shall have no more **60 calendar days** from the date the complainant knew or reasonably should have known of the decision/action to file a complaint using the complaint forms.

INFORMAL PROCESS: Complainants are encouraged to share their concerns with the appropriate teacher, principal, or other appropriate campus or District administrator who has the authority to address the concerns. Concerns should be expressed as soon as possible to allow early resolution at the lowest possible administrative level.

AFTER INFORMAL PROCESS: If complainant engaged in the informal process in an attempt to resolve the complaint with the District and has not reached a resolution during the process, the student or parent shall have the later of:

- **90 calendar days** to file a complaint from 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**
- **30 calendar days** to file a complaint from the date on which the District provided information to the student or parent regarding how to file a grievance.

FORMAL PROCESS: A complainant may initiate the formal process described below by timely filing a written complaint form on a District complaint/grievance form. The complaint form shall be filed with the lowest level administrator who has the authority to remedy the alleged problem.

Complainants shall:

1. File **Level One** complaints with the Campus Principal for any complaint on a matter related to a campus. For a complaint that arises on a matter that is unrelated to a campus, the complaint shall be filed with the appropriate District-level administrator. **NOTE:** ISS cannot be appealed beyond the Campus Principal.
2. File **Level Two** complaints must be filed in writing, on a form provided by the District, within **20 calendar days** of the date of the Level One decision or, if no decision has been communicated to the complainant, within **20 calendar days** of the Level One decision deadline. **NOTE:** OSS and DAEP cannot be appealed beyond Campus Principal and the Director of Student Services.
3. File **Level Three** complaints must be filed in writing, on a form provided by the District, within **20 calendar days** of the date of the Level Two decision or, if no decision has been communicated to the complainant, within **20 calendar days** of the Level Two decision deadline, with the exception of complaints regarding extracurricular activities, as described in board policy FNG (Local).

CISD STUDENT DISCIPLINARY APPEALS FLOW CHART

Level One **Refer to process for timeline** • **Classroom Disruption** • **In School Suspension (ISS)** • **Out of School Suspension (OSS)** • **Disciplinary Alternative Education Program (DAEP)**		**Campus Principal**
Level Two **Must be filed within 20 days of Level One Decision** • **Out of School Suspension (OSS)** • **Disciplinary Alternative Education Program (DAEP)**		**Director of Student Services and Counseling**
Level Three **Must be filed within 20 days of Level One Decision** • **Expulsion to the Juvenile Justice Alternative Education Program (JJAEP)** **Note: Expulsion Appeals do not go through the Levels One and Two Processes; they are appealed directly to the Board.**		**CISD Board of Trustees** • **Appeals to the Board are submitted to the Chief of Student Services.**

CISD GRIEVANCE/COMPLAINT FLOW CHART

Level One **Refer to process for timeline**		**Campus Principal or Department Director**
Level Two **Must be filed within 20 days of Level One Decision**		**Assistant Superintendent or Chief**
Level Three **Must be filed within 20 days of Level One Decision**		**CISD Board of Trustees** • **Appeals to the Board are submitted to the Chief of Student Services OR Chief of Human Resources.**