



HAVE A CONCERN? WE'RE HERE TO HELP.

PRIVATE/ STUDENT MATTERS

Argyle ISD values open communication and wants concerns resolved as quickly and fairly as possible. Beginning with the staff member closest to your child's situation helps you answer questions, solve concerns, and support your child as quickly as possible.

START HERE

Informal Complaint & Resolution

Move to the next step only if the concern remains unresolved.

1 STARTING POINT

Behavior/Academics/Extracurricular: Begin with Teacher/Coach/Director
504 Concerns: Begin with Teacher or Dean of Students/504 Coordinator
SPED Concerns: Begin with Teacher or Case Manager

2 CAMPUS ADMINISTRATOR

If the concern is not resolved, schedule a meeting with your student's assistant principal, athletic/fine arts administrator or principal.

3 DIRECTOR OF STAFF, STUDENT, AND LEARNER SERVICES

If the concern remains unresolved at the campus level, contact Lauren Tullos, the Director of Staff, Student and Learner Services

4 DEPUTY SUPERINTENDENT

If the concern remains unresolved at the district level, please contact Deputy Superintendent, Dr. Chris Daniel for next steps.

Following the communication path allows concerns to be addressed most efficiently by the individuals with the most direct knowledge of the situation and the authority to respond.

Board members who receive concerns or complaints from parents and/or community members will redirect them to the appropriate level of the district's communication chain to ensure the matter is addressed efficiently by the individual with the most direct knowledge and authority to respond.

IF THE CONCERN IS NOT INFORMALLY RESOLVED

Formal Complaint

Review the full policy and forms before filing.

1

IDENTIFY THE POLICY

Student or parent complaints about a student matter follow [FNG \(LOCAL\)](#). Other public complaints follow [GF \(LOCAL\)](#) and [GF \(LEGAL\)](#).

2

COMPLETE THE FORM

Print and fully complete the Level One Parent/Student Grievance/Complaint Form from the [district website](#).

3

FILE WITHIN 30 CALENDAR DAYS

Submit the form by email, in person, or mail to the Grievance Coordinator.
christopher.daniel@argyleisd.com
6701 Canyon Falls Drive, Flower Mound, TX 76226

4

ATTEND THE LEVEL ONE HEARING

Bring supporting information and documents. A written response is provided within 20 calendar days of the hearing.

5

APPEAL TO LEVEL TWO

If dissatisfied, file the Parent/Student Appeal Form within 20 calendar days of receiving the Level One response.

6

ATTEND THE LEVEL TWO HEARING

You may explain your concerns, but may not add complaints or information not submitted at Level One. A written response follows within 20 calendar days.

7

APPEAL TO LEVEL THREE

If dissatisfied, file a Level Three appeal within 20 calendar days of receiving the Level Two response.

8

BOARD HEARING

The Grievance Coordinator schedules the Level Three appeal with the Board of Trustees. The district process concludes after the Board's decision.

IMPORTANT: Informal resolution does not pause formal filing deadlines.

In policy, "days" means district business days. The filing date is Day 0, and the next business day is Day 1.

#TogetherWeSoar

Forms, policies, and full details:
[argyleisd.com/about/contact-us/
complaintsgrievances](http://argyleisd.com/about/contact-us/complaintsgrievances)



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PUBLIC MATTERS

Some matters, such as *district policies, attendance boundaries, finances, facilities, and other issues* under the authority of the Board of Trustees, extend beyond an individual campus or department.

START HERE

For these matters, community members are expected to...
Move to the next step only if the concern remains unresolved.

1

CONTACT THE DISTRICT-LEVEL LEADER RESPONSIBLE FOR THE AREA

- **Learner Services & Assessments** ~ Dr. Dawn Jordan
- **Special Programs** ~ Renee Funderburg
- **Student Services and Student Discipline** ~ Lauren Tullos
- **Staff Services and Human Resources** ~ Dr. Chris Daniel
- **Technology** ~ CTO Greg Royar
- **Transportation** ~ Brady Bell
- **Fine Arts** ~ Jason Bird
- **Safety & Security** ~ Officer Kyle Barton
- **Finance, Budget, & Bonds** ~ CFO Liz Stewart
- **Construction** ~ Jeff Koehn
- **Maintenance & Operations** ~ Tommy Ledford
- **Communications** ~ CCO Rick Herrin
- **Athletics** ~ A.D. Todd Rodgers

2

CONTACT THE SUPERINTENDENT'S OFFICE IF UNRESOLVED

If the concern remains unresolved or when the matter falls directly within the Superintendent's responsibilities, you may contact the Superintendent of Schools ~ Dr. Courtney Carpenter

3

CONTACT THE BOARD OF TRUSTEES IF UNRESOLVED

If the concern remains unresolved at the district level, you may contact the Board of Trustees.

Following the communication path allows concerns to be addressed most efficiently by the individuals with the most direct knowledge of the situation and the authority to respond.

Board members who receive concerns or complaints from parents and/or community members will redirect them to the appropriate level of the district's communication chain to ensure the matter is addressed efficiently by the individual with the most direct knowledge and authority to respond.