BOARD POLICY

219 Student Complaint Process

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Purpose

The Board recognizes that students have the right to request redress of complaints. In addition, the Board believes that the inculcation of respect for established procedures is an important part of the educational process. Accordingly, individual and group complaints shall be recognized, and appropriate appeal procedures shall be provided.

Definition

For purposes of this policy, a **student complaint** shall be one that arises from actions that directly affect the student's participation in an approved educational program or extracurricular or co-curricular program of the School District.

Authority

The Board and its employees shall recognize and respond, as timely and appropriate, to the complaints of students, provided that such complaints are submitted according to the guidelines established by Board policy.

Guidelines

The student should first make the complaint known to the staff member most closely involved or, if none is identifiable, to the building principal or designee; and both shall attempt to resolve the issue informally and directly.

For complaints that must move beyond the first step, the student shall prepare a written statement of his/her complaint which shall set forth:

1. Specific nature of the complaint and a brief statement of relevant facts.
2. Manner and extent to which the student believes s/he has been adversely affected.
3. Relief sought by the student.
4. Reasons why the student feels entitled to the relief sought.

The complaint may then be submitted to the superintendent or his/her designee, and finally, to the Board, with a suitable period of time allowed at each level for hearing of the complaint and preparation of a response.

At each level the student shall be afforded the opportunity to be heard personally by the school authority.

The student may seek the help of a parent or guardian at any step.

No retaliation or reprisals shall occur as a result of a student complaint that follows the guidelines of this policy.

It is agreed and understood by the Board, students, and parent/guardians that any formal legal action of any nature or type, directed against the District by a student or by his/her parents or guardians asserting violation of any student right, shall be premature and barred until this student complaint process is concluded, which is therefore stated to be mandatory.