

Student and Parent Complaints/Grievances – Board Policy FNG (Local)

Type	Timeline	Summary of Process	Important Details
Informal Process (Early Resolution)	Reasonable Establish an informal timeline with student and/or parent.	Discuss concern or complaint, as soon as possible, with supervisor, principal, or other appropriate administrator. Response can be oral or in writing.	Informal resolution is encouraged. District shall inform students and parents of this policy through appropriate District publications.
Level One	Complaint forms must be filed within 15 days* of the date the student or parent first knew, or with reasonable diligence should have known, of the complaint/grievance. Investigate as necessary and schedule conference with the student or parent within 10 days* after receipt of the written complaint/grievance. Provide student or parent written response within 10 days* of conference.	Date and time stamp upon receipt. Notify HR when you receive grievance. Level One Administrator is the closest level administrator who has the authority to remedy the problem. Response is written.	Timelines can be extended if mutually agreed upon by both parties. Get all communication in writing. Audio recording of conference should be taken. Administrator may consider information provided at the Level One conference and any other relevant documents or information the administrator believes will help resolve the complaint.
Level Two	Appeal must be filed in writing, on form provided by district, within 10 days* of the date of the written Level One response or, if no response was received, within 10 days* of the Level One response deadline.	Date and time stamp upon receipt. Notify HR when you receive grievance. Student or parent may request a conference with superintendent or designee to appeal Level One decision. Response is written.	Timelines can be extended if mutually agreed upon by both parties. Get all communication in writing. Audio recording of conference should be taken. No new information may be presented – only the information accumulated through the Level One process may be used; The Level Two Administrator may add new information if discovered. If representative is attorney, we must have our attorney present. Contact HR in this case.
Level Three	Appeal must be filed in writing, on form provided by district, within 10 days* of the date of the written Level Two response or, if no response was received, within 10 days* of the Level Two response deadline.	Student or parent appeals decision to the board. Superintendent’s office will inform the student or parent of the date, time, and place of the Board meeting at which the complaint will be on the agenda for presentation to the board.	Only documents presented at Level Two and as a result of Level Two may be presented. Superintendent’s office will provide the Board the record of the Level Two appeal. The student or parent may request a copy of the Level Two record. The administration may be asked to provide an explanation for the decisions at the preceding levels.

- * “Days” shall mean District business days, unless otherwise noted. The day the document is filed is “day zero.”
- * Mail filings shall be timely filed if they are postmarked by U.S. Mail on or before the deadline and received by the appropriate administrator or designated representative no more than three days after the deadline.

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