

The Student and/or Parent Complaint Form is to be used when a student or parent wishes to protest a ruling or judgment made by a school administrator or staff member where there is no other applicable process in place that would govern the complaint and/or appeal process. The Complaint Form should be used in an attempt to reduce the problem or incident to writing to address the real issues so that nothing will be missed in translation during the verbal communication process.

The individual handling the student and/or parent complaint should follow the following procedure:

1. Listen to the problem or complaint as presented by the student or parent.
2. Judge as to whether or not a writing of the problem down on the District Complaint Form is necessary. If in doubt, use the form.
3. Present the form to the person filing the complaint (hereafter referred to as complainant) and ask the complainant to write out the problem or complaint with as much detail as possible.
4. Review the written form with the complainant to make sure that all details have been clearly communicated and that all issues have been presented.
5. Inform the complainant that it will take some time to fully investigate the complaint, to gather information, hear the other side the issue, etc. Before the complainant leaves, set up another time to meet with the complainant to review your findings after the investigation. (The written report to the complainant is to be completed in no more than 15 days.)
6. Investigate the issues. Prepare a written report of your investigation.
7. Present your findings to the complainant.
8. If the complainant is still not satisfied, send the complainant to the next level, the superintendent. Call the superintendent and give a report of all that has transpired up to this point and send copies of all related information.

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