

## **STUDENT CONCERNS, COMPLAINTS AND GRIEVANCES**

Students are encouraged to settle their concerns about staff actions or decisions at school in a personal and informal manner.

These regulations are not intended to apply to a teacher's determination of a student's grade, unless the student believes the grade resulted from discrimination or non-compliance with the conditions of an individualized educational plan (IEP). In the latter case, the appropriate procedures to follow are described in the Comprehensive Plan for Special Educational Services.

### **Civil Rights Complaints**

The Director of Human Resources, or his designee, is the designated compliance officer for all categories of civil rights complaints. Students can find the procedures to follow for civil rights complaints in the regulations that accompany the following policies:

ACA, Nondiscrimination on the Basis of Gender  
ACE, Nondiscrimination on the Basis of Disability  
JB/JBB, Equal Educational Opportunities

### **Alleged Violation of District/School Policies or Rules**

#### **1. Initial Communication**

The student should, if possible, try to resolve the matter informally with the staff member concerned. The student may seek another person to serve as an advocate for this initial contact and, if needed, for the further steps described below. The advocate's role is to help the student, not to act as a legal representative.

#### **2. Review**

If the matter cannot be resolved informally at the initial level, the student or student advocate should submit a written statement describing the decision or action experienced in a clear, specific and detailed manner and submit it to the building principal or other administrator in charge. The student or advocate may request assistance in preparing the written statement.

The administrator shall investigate the facts and meet with the student, and/or the student's advocate, and then with the staff person(s) named in the written statement in an effort to facilitate a mutually acceptable resolution. The issue shall be resolved within ten school days from receipt of the written statement, unless the student and staff member involved agree to extend that period.

#### **3. Appeal**

If the issue has not been resolved to the student's satisfaction, the student or advocate may submit a written appeal within ten school days to the Lead Director of Instructional Services. This director, or another appropriate director he designates, will hold a conference of all parties involved within ten school days. The complainant will receive a

written response within ten school days after the conference.

The complainant may appeal this response to the superintendent within ten days of receiving it. If the appeal should reach the superintendent, he shall review all the written documents, may meet with any or all of the individuals involved, and shall notify the student or advocate in writing of his decision within twenty school days. The decision of the superintendent shall be final.

In cases where a principal or other administrator in charge is the staff member concerned, the Lead Director of Instructional Services will perform the actions assigned above to the administrator, and appeal will be directly to the superintendent.

### **Student Procedural Rights**

This appeal procedure is not considered a due process hearing. The student does, however, have a right to have witnesses give their perceptions and to present documents as part of the investigation. The student has no right to have an attorney present the case, to make tape recordings of the meeting or to cross-examine adverse witnesses. The student advocate may participate in all hearings. These procedures are not intended to supersede any state or federal laws to the contrary.

### **Confidentiality**

Any information received during this process shall be confidential. No information learned through it shall be made available to anyone unless that person has a legitimate educational interest in the record or the proceedings.

Adopted May 4, 1994