

STUDENT RIGHTS AND RESPONSIBILITIES
STUDENT AND PARENT COMPLAINTS/GRIEVANCES

FNG
(LOCAL)

The purpose of this policy is to secure, at the lowest possible administrative level, prompt and equitable resolution of student or parent complaints. Except as provided below, all student or parent complaints shall be presented in accordance with this policy.

CERTAIN
COMPLAINTS

Complaints regarding certain topics are addressed by specific policies or other documents that modify this complaint process or require an alternative process. To the extent that one of the following referenced policies does not require an alternative process for a specific complaint, this policy shall apply:

1. Alleged discrimination: FB;
2. Sexual abuse or sexual harassment of a student: FFH;
3. Loss of credit on the basis of attendance: FEC;
4. Removal of a student to a disciplinary alternative education program: FOC;
5. Expulsion of a student: FOD and the Student Code of Conduct;
6. Identification, evaluation, or educational placement of a student with a disability within the scope of Section 504: FB;
7. Identification, evaluation, educational placement, or discipline of a student with a disability within the scope of IDEA: EHBA, FOE, and the parents' rights handbook provided to parents of all students referred to special education;
8. Instructional materials: EFA;
9. On-campus distribution of nonschool materials to students: FNAA; and
10. Complaints against District peace officers: CKE.

GENERAL
PROVISIONS

In most circumstances in which a complaint involves a problem with a teacher, the student or parent shall be expected to discuss the matter with the teacher before requesting a conference with the principal at Level One. Before initiating a formal complaint under this policy, students or parents are encouraged to resolve concerns by scheduling an informal conference with the principal or other appropriate administrator.

The student may be represented by an adult at any level of the complaint.

For purposes of this policy, "days" shall mean District business days.

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Announcement of a decision in the student's or parent's presence shall constitute communication of the decision.

LEVEL ONE

A student or parent who has a complaint that cannot be resolved in an informal conference shall request a Level One conference with the principal within ten days of the time the student or parent knew, or should have known, of the event or series of events causing the complaint. The principal shall hold a conference with the student or parent within seven days of the request. During the conference, the student or parent must provide the principal, in writing on a form or in the format provided by the District, the complaint and relief sought. [See FNG(EXHIBIT)] If necessary, the principal may assist the parent in completing the required form. The principal shall have seven days following the conference within which to respond in writing.

LEVEL TWO

If the outcome of the conference with the principal is not to the student's or parent's satisfaction or the time for a response has expired, the student or parent may request a conference with the appropriate executive director or designee. The request must be in writing on a form or in the format provided by the District and must be filed within ten days following receipt of a response or, if no response is received, within seven days of the response deadline. [See FNG(EXHIBIT)]

The request must include the student's or parent's signed statement of the complaint, a copy of the Level One complaint, any supporting evidence, and a copy of the principal's response. The executive director shall hold the conference within seven days after receiving the request. The executive director shall have seven days following the conference within which to respond in writing.

LEVEL THREE

If the outcome of the conference with the executive director or designee is not to the student's or parent's satisfaction or the time for a response has expired, the student or parent may request a conference with the Superintendent or designee. The request must be in writing on a form or in the format provided by the District and must be filed within ten days following receipt of a response or, if no response is received, within ten days of the response deadline. [See FNG(EXHIBIT)] The Superintendent or designee shall hold the conference within seven days after receiving the request.

Prior to or at the time of the conference, the student or parent shall resubmit the written complaint from Levels One and Two, any evidence previously submitted, the Level One and Two decisions, and indicate the date of the conference with the appropriate executive director or designee. No new evidence may be presented at this level.

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LEVEL FOUR

If the outcome of the conference with the Superintendent or designee is not to the student's or parent's satisfaction or if the time for a response has expired, the student or parent may submit to the Superintendent within ten days a written request on a form or in the format provided by the District to place the matter on the agenda of a future Board meeting. [See FNG(EXHIBIT)]

The Superintendent shall inform the student or parent of the date, time, and place of the meeting.

The presiding officer shall establish a reasonable time limit for complaint presentations. The District shall make an audiotape record of the Level Four proceeding before the Board. The Board shall hear the complaint and shall then make and communicate its decision orally or in writing at any time up to and including the next regularly scheduled Board meeting. No new evidence may be presented at this level.

CLOSED MEETING

If the complaint involves concerns or charges regarding an employee, it shall be heard by the Board in closed meeting unless the employee to whom the complaint pertains requests that it be heard in public.