

PROCEDURES FOR APPEALS OF STUDENT AND PARENT COMPLAINTS

Student and parent complaints, harassment complaints, and complaints involving programs—by formally adopted **Board Policy FNG (LOCAL) Student and Parent Complaints/Grievances**, should be registered and addressed in the following manner:

Informal Level	Level One	Level Two	Level Three
<p>In most circumstances, complaints should be addressed at the lowest possible level. Students and parents should first address their concerns with the appropriate teacher, principal, or campus administrator. Complainants attempting to circumvent levels should be advised of the acceptable complaint procedure by the administrator or central office members who inappropriately receive the complaint.</p>	<p>If the informal meeting with the appropriate administrator does not yield a satisfactory outcome, the complainant may request, within 15 days of the date that they knew or should have known of the event causing the complaint, a conference with the appropriate administrator. The administrator shall hold a conference within 10 school days of the request. They shall have 10 school days following the conference within which to investigate, if necessary, and to provide the complainant with a written response.</p>	<p>If the meeting with the Level One administrator does not yield a satisfactory outcome, the complainant may request, within 10 school days, a conference with the superintendent’s designee. The superintendent’s designee shall hold a conference within 10 school days of the request. The superintendent’s designee shall have 10 school days following the conference within which to investigate, if necessary, and to provide the complainant with a written response.</p>	<p>If the meeting with the superintendent’s designee does not yield a satisfactory outcome the complainant may appeal the decision within 10 school days to the board of trustees. The superintendent’s designee shall inform the complainant of the date, time, and place of the meeting at which the complaint will be on the agenda. The board may give notice of its decision orally or in writing at any time up to and including the next regularly scheduled board meeting.</p>

Forms may be submitted by hand, via U.S. mail, or by e-mail at the following address:

Superintendent's Office
 Lake Dallas ISD
 104 Swisher Road
 Lake Dallas, TX 75065
 info@ldisd.net

Note: “Days” shall mean District business days. Day of filing is “Day 0” and all deadlines shall be determined by counting the following day as “Day 1.”