

Chain of Command for Grievances

A summary of the procedures is outlined below.

- Level 1** Obtain a Complaint Form for **Level 1**. This complaint should be filed in writing to an Administrator within 15 days of the date the individual first knew of the action giving rise to the complaint or grievance. The Administrator will investigate as necessary and hold a conference with the individual within ten days after receipt of the written complaint. After the conference, the Administrator will provide the individual a written response within ten days.
- Level 2** Obtain a Complaint Form for **Level 2**. If the individual did not receive the relief requested at Level 1, one may request a conference with the Superintendent to appeal the Level 1 decision. The appeal must be in writing on a form provided by the district, within ten days of the date of the Level 1 Response. The Superintendent shall hold a conference within ten days after the appeal notice is filed. The Superintendent shall provide the individual with a written response within ten days.
- Level 3** Obtain a Complaint Form for **Level 3**. If the individual did not receive the relief requested at Level 2, one may appeal the decision to the Board. The appeal notice must be filed in writing on a form provided by the district, within ten days of the date of the Level 2 Response deadline. The district shall determine whether the complaint will be presented in open or closed meeting in accordance with the Texas Open Meetings Act and other applicable law. The Board shall then consider the complaint. It may give notice of its decision orally or in writing at any time up to and including the next regularly scheduled Board meeting. If the Board does not make a decision regarding the complaint by the end of the next regularly scheduled meeting, the lack of a response by the Board upholds the administrative decision at Level 2.

Complaint forms are available in each Principal's office and in the Superintendent's office.