

Grievance Procedures

Step 1 - Contact the School: First try resolving the matter by talking to appropriate school staff. School administrators and instructors want their students and parents to be satisfied. Give them a fair chance to determine an appropriate, workable solution that is fair to both you and the school. Quite often, a complaint is based on a misunderstanding and all that you or the school needs from the other is a clarification or an explanation of a policy, practice, or circumstance.

If you are unable to resolve the problem to your satisfaction on an informal basis, your next step is to notify the campus principal of your concern by taking the steps outlined in the Van Alstyne ISD's Board Policy FNG. The principal will investigate your concerns and reply back to you of the findings within one week.

Step 2 - Submit Written Complaint to the Principal: Use the Level One grievance form provided at the left and submit it to the building principal. The principal will investigate and set up a meeting with you to discuss the matter.

Step 3 - Submit Written Complaint to the Van Alstyne ISD Superintendent's Office: If you are unsatisfied with a school's decision (action) regarding your complaint, you may submit a written complaint to the Superintendent's Office (549 Miller Lane). The written complaint should be filled using the Level One and Level Two Grievance Procedure Forms. The campus principal must have signed these forms. The Superintendent will investigate your concerns and reply back to you usually within one week.

Step 4 - Set A Board Hearing: If you are still not satisfied with the resolution to your complaint, you may file a Level Three grievance with the Superintendent's office. Once the paperwork has been submitted, a date will be set for you to explain your concern to the School Board of Trustees. The Board will inform you in writing of their determination in a timely fashion.