

Sands CISD Grievance/Complaint Form

Public Grievance/Complaints Policy

Members of the public with complaints regarding the District's policies, procedures, or operations may present their concerns to the Board after following the procedure outlined in this policy. The Board intends that, whenever feasible, complaints be resolved at the lowest possible administrative level.

Level One: Conference with Appropriate Administrator

An individual with a grievance or complaint must request a conference with the appropriate administrator within 15 calendar days of the event or action that is the subject of the complaint. The administrator will hold the conference within seven calendar days of receiving the request and will provide a response within seven calendar days following the conference.

Level Two: Conference with Superintendent or Designee

If the outcome of the Level One conference is unsatisfactory or if no response is received within the specified time, the complainant may request a conference with the Superintendent or designee. This request must be filed within seven calendar days of receiving the Level One response or, if no response was received, within seven calendar days of the response deadline.

Prior to or at the conference, the complainant must submit a signed written complaint that includes:

- A statement of the complaint,
- Any supporting evidence,
- The desired solution, and
- The date of the Level One conference with the administrator.

The Superintendent or designee will hold the conference within seven calendar days of receiving the request and will provide a response within seven calendar days following the conference.

Level Three: Appeal to the Board

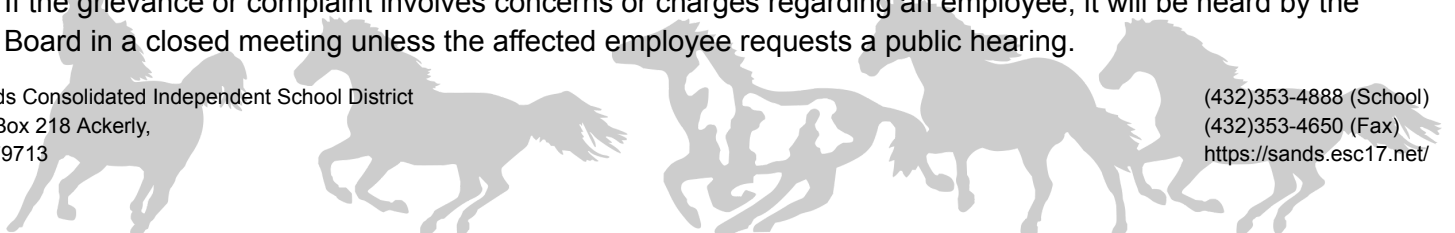
If the outcome of the Level Two conference is unsatisfactory or if no response is received within the specified time, the complainant may submit a written request to the Superintendent or designee to place the matter on the agenda of a future Board meeting. This request must be filed within seven calendar days of the Level Two response or, if no response was received, within seven calendar days of the response deadline.

The Superintendent will inform the complainant of the meeting's date, time, and location.

The presiding officer will establish a reasonable time limit for presentations. The District will make an audio recording of the Level Three proceeding before the Board. The Board will hear the grievance or complaint and communicate its decision orally or in writing at any time up to and including the next regularly scheduled Board meeting.

Closed Meeting

If the grievance or complaint involves concerns or charges regarding an employee, it will be heard by the Board in a closed meeting unless the affected employee requests a public hearing.



Level One Complaint Form

Complainant Name: _____

Date: _____

Statement of Complaint:

(Provide a clear description of the issue, including relevant details.)

Evidence to Support Complaint:

(Attach or describe any supporting documents or information.)

Solution Sought:

(Describe the desired resolution.)

Signature: _____

Level Two Complaint Form

Complainant Name: _____

Date: _____

Statement of Complaint:

(Provide a clear description of the issue, including relevant details.)

Evidence to Support Complaint:

(Attach or describe any supporting documents or information.)

Solution Sought:

(Describe the desired resolution.)

Date of Conference with Administrator (Level One): _____

Signature: _____



Level Three Complaint Form

Complainant Name: _____

Date: _____

Statement of Complaint:

(Provide a clear description of the issue, including relevant details.)

Evidence to Support Complaint:

(Attach or describe any supporting documents or information.)

Solution Sought:

(Describe the desired resolution.)

Date of Conference with Superintendent or Designee (Level Two): _____

Signature: _____

