

SANDS CISD COMPLAINT FORM

Public Complaints

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

Level One

An individual who has a complaint or concern shall request a conference with the appropriate administrator within 15 days of the event or action that is the subject of the complaint. The administrator shall hold a conference with the individual within seven days of the request. The administrator shall have seven days following the conference within which to respond.

Level Two

If the outcome of the conference with the administrator is not to the complainant's satisfaction or the time for a response has expired, the complainant may request a conference with the Superintendent or designee. The request must be filed within seven days following the receipt of a response or, if no response is received, within seven days of the response deadline. 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 complainant shall submit a signed written complaint that includes his or her signed statement of the complaint, any evidence in its support, the solution sought, and the date of the conference with the administrator. The Superintendent or designee shall have seven days following the conference within which to respond.

Level Three

If in the outcome of a conference with the Superintendent or designee is not to the complainant's satisfaction or if the time for a response has expired, the complainant may submit to the Superintendent or designee a request to place the matter on the agenda of a future Board meeting. The request shall be in writing and must be filed within seven days of the response deadline.

The Superintendent shall inform the complainant 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 Three 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.

Closed Meeting

If a 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.

LEVEL TWO COMPLAINT FORM

NAME _____

DATE _____

STATEMENT OF COMPLAINT _____

EVIDENCE TO SUPPORT _____

SOLUTION SOUGHT _____

DATE OF CONFERENCE WITH PRINCIPAL _____

SIGNATURE _____

LEVEL THREE COMPLAINT FORM

NAME _____

DATE _____

STATEMENT OF COMPLAINT _____

EVIDENCE TO SUPPORT _____

SOLUTION SOUGHT _____

DATE OF CONFERENCE WITH SUPERINTENDENT _____

SIGNATURE _____