

**219-AG-1. STUDENT COMPLAINT PROCESS
Administrative Guideline**

**Rules and Guidelines Interpreting Board Policy
of Student Complaint Process (219)**

There shall be no reprisals of any kind against any students or their representatives because of participation in a complaint or support thereof, and under no circumstances will the procedure constitute a reflection on the records of the complainant.

- I. The student should first make the complaint known to the staff member most closely involved or, if none is identifiable, a guidance counselor; and both shall attempt to resolve the issue informally and directly.
- II. For complaints that must move beyond the first step, the student shall prepare a written statement of his/her complaint which shall set forth:
 - a) Specific nature of the complaint and a brief statement of relevant facts.
 - b) Manner and extent to which the student believes s/he has been adversely affected.
 - c) Relief sought by the student.
 - d) Reasons why the student feels entitled to the relief sought.
- III. The complaint may then be submitted, in turn, to the building principal, the Superintendent and the Board, with a suitable period of time not to exceed ten (10) days, allowed at each level for hearing of the complaint and preparation of a response.
- IV. At each level the student shall be afforded the opportunity to be heard personally by the school authority.
- V. At each step beyond the first, the school authority hearing the complaint may call in the student's parent/guardian.