

**LONGVIEW INDEPENDENT SCHOOL DISTRICT
STUDENT AND PARENT COMPLAINT/GRIEVANCE
FORMS**

Policy FNG (LEGAL)(LOCAL)



FOR ADDITIONAL INFORMATION CONTACT

LONGVIEW ISD ADMINISTRATIVE AND PUPIL SERVICES



Student/Parent Complaint Form – Level One

LEVEL ONE

To file a complaint, please fill out this form completely and submit it by hand delivery, electronic communication, or U.S. Mail to the appropriate administrator within the time established in FNG (LOCAL). All complaints will be heard in accordance with FNG (LEGAL) and (LOCAL) or any exceptions outlined therein.

A person filing a complaint regarding refusal of entry to or ejection from property under the District's control based on Education Code 37.105 will be permitted to address the Board in person within 90 calendar days of filing the initial complaint, unless the complaint is resolved before reaching the Board. [See Board Policy GKA]

(Please print.)

Name: _____

Address: _____

Telephone number: _____

Email address: _____

Campus: _____

If you will be represented in presenting your complaint, please identify the individual or organization representing you. If the person representing you will participate by telephone or video conference, please check the box below. The District will inform you if the equipment necessary for telephone or video representation is unavailable.

- Representation will be by telephone or video conference call.
 Representation will be by video conference call.

Please note: You must designate a representative who will be participating in person or by telephone/video with an advance notice of at least three days, or the District may reschedule the conference or hearing to a later date.

Name: _____

Address: _____

Telephone number: _____

Email address: _____

Please describe the decision or circumstances causing your complaint. *(Give specific, factual details.)*

What was the date of the decision or circumstances causing your complaint?

Please explain how you have been harmed by this decision or circumstance.

Please describe any efforts you have made to resolve your concerns and the responses to your efforts. Please include dates of communication and whom you communicated with regarding your concerns. Note, informal resolution is encouraged, but does not extend any deadlines within policy FNG (LOCAL), unless by mutual written consent.

Please describe the outcome or remedy you seek for this complaint.

Student's or parent's signature: _____

Signature of student's or parent's representative: _____

Date of filing: _____

Complainant, please note:

If you are initiating a formal complaint with the District, please use this Level One form. The appropriate level administrator or level hearing will be designated to respond to the complaint in accordance with policy.

A complaint form that is incomplete in any material aspect may be dismissed, but may be refiled with all the required information if the refiling is within the designated time for filing a complaint.

Attach to this form any documents you believe will support the complaint; if unavailable when you submit this form, they may be presented no later than the Level One conference. Please keep a copy of the completed form and any supporting documentation for your records.



Student/Parent Complaint Form – Level Two Appeal Notice REQUEST FOR LEVEL TWO CONFERENCE

To appeal a Level One decision, or the lack of a timely response after a Level One conference, please fill out this form completely and submit it by hand delivery, electronic communication, or U.S. Mail to the appropriate administrator within the time established in FNG (LOCAL). Appeals will be heard in accordance with FNG (LEGAL) and (LOCAL).

A person filing a complaint regarding refusal of entry to or ejection from property under the District's control based on Education Code 37.105 will be permitted to address the Board in person within 90 calendar days of filing the initial complaint, unless the complaint is resolved before reaching the Board. [See Board Policy GKA]

(Please print.)

Name: _____

Address: _____

Telephone number: _____

Email address: _____

Campus: _____

If you will be represented in presenting your appeal, please identify the individual or organizations representing you. If the person representing you will participate by telephone or video conference call, please check the box below. The District will inform you if the equipment necessary for telephone or video representation is unavailable.

- Representation will be by telephone conference call.
 Representation will be by video conference call.

Please note: You must designate a representative who will be participating in person or by telephone/video with an advance notice of at least three days, or the District may reschedule the conference or hearing to a later date.

Name: _____

Address: _____

Telephone number: _____

Email address: _____

Who held the Level One conference? _____

Date of Level One Conference: _____

Date you received a response to the Level One conference: _____

Please explain specifically how you disagree with the outcome at Level One.

1. Attach a copy of your original Level One complaint and any documentation submitted at Level One.
2. Attach a copy of the Level One response being appealed, if applicable.

Student's or parent's signature: _____

Signature of student's or parent's representative: _____

Date of filing: _____

Complainant, please note:

If you are initiating a formal complaint with the District, please use the Level One form. The appropriate level administrator or level hearing will be designated to respond to the complaint in accordance with this policy.

A complaint or appeal form that is incomplete in any material aspect may be dismissed but may be refiled with all the required information if the refiling is within the designated time for filing a complaint or appeal.

Please keep a copy of the completed form and any supporting documentation for your records.

Date Received _____ Initials _____



Student/Parent Complaint Form – Level Three Appeal Notice NOTICE OF APPEAL TO THE SUPERINTENDENT OR DESIGNEE

To appeal a Level Two decision, or the lack of a timely response after a Level Two conference, please fill out this form completely and submit it by hand delivery, electronic communication, or U.S. Mail to the Superintendent or designee within the time established in FNG (LOCAL). Appeals will be heard in accordance with FNG (LEGAL) and (LOCAL).

A person filing a complaint regarding refusal of entry to or ejection from property under the District's control based on Education Code 37.105 will be permitted to address the Board in person within 90 calendar days of filing the initial complaint, unless the complaint is resolved before reaching the Board. [See Board Policy GKA]

(Please print.)

Name: _____

Address: _____

Telephone number: _____

Email address: _____

Campus: _____

If you will be represented in presenting your appeal, please identify the individual or organizations representing you. If the person representing you will participate by telephone or video conference call, please check the box below. The District will inform you if the equipment necessary for telephone or video representation is unavailable.

- Representation will be by telephone conference call.
- Representation will be by video conference call.

Please note: You must designate a representative who will be participating in person or by telephone/video with an advance notice of at least three days, or the District may reschedule the conference or hearing to a later date.

Name: _____

Address: _____

Telephone number: _____

Email address: _____

Who held the Level Two conference? _____

Date of Level Two Conference: _____

Date you received a response to the Level Two conference: _____

Please explain specifically how you disagree with the outcome at Level Two.

1. Attach a copy of your original Level One complaint and any documentation submitted at Level One, as well as a copy of the Level One decision and your Level Two appeal notice.
2. Attach a copy of the Level Two response being appealed, if applicable.

Student's or parent's signature: _____

Signature of student's or parent's representative: _____

Date of filing: _____

Complainant, please note:

If you are initiating a formal complaint with the District, please use the Level One form. The appropriate level administrator or level hearing will be designated to respond to the complaint in accordance with this policy.

A complaint or appeal form that is incomplete in any material aspect may be dismissed but may be refiled with all the required information if the refiling is within the designated time for filing a complaint or appeal.

Please keep a copy of the completed form and any supporting documentation for your records.

Date Received _____ Initials _____



Student/Parent Complaint Form – Level Four Appeal Notice NOTICE OF APPEAL TO THE BOARD

To appeal a Level Three decision, or the lack of a timely response after a Level Three conference, please fill out this form completely and submit it by hand delivery, electronic communication, or U.S. Mail to the Superintendent or designee within the time established in FNG (LOCAL). Appeals will be heard in accordance with FNG (LEGAL) and (LOCAL).

A person filing a complaint regarding refusal of entry to or ejection from property under the District's control based on Education Code 37.105 will be permitted to address the Board in person within 90 calendar days of filing the initial complaint, unless the complaint is resolved before reaching the Board. [See Board Policy GKA]

(Please print.)

Name: _____

Address: _____

Telephone number: _____

Email address: _____

Campus: _____

If you will be represented in presenting your appeal, please identify the individual or organization representing you. If the person representing you will participate by telephone or video conference call, please check the box below. The District will inform you if the equipment necessary for telephone or video representation is unavailable.

- Representation will be by telephone conference call.
- Representation will be by video conference call.

Please note: You must designate a representative who will be participating in person or by telephone/video with an advance notice of at least three days, or the District may reschedule the conference or hearing to a later date.

Name: _____

Address: _____

Telephone number: _____

Email address: _____

Who held the Level Three conference? _____

Date of conference: _____

Date you received a response to the Level Three conference: _____

Please explain specifically how you disagree with the outcome at Level Three.

Do you want the Board to hear this appeal in open session? Yes No

If yes, the Board will consider your request; however, you may not have a legal right under the Texas Open Meetings Act to require a meeting in open session.

1. Attach a copy of your original Level One complaint and any documentation submitted at Level One, a copy of the decisions made at Level One and Two, as well as the Level Two and Three appeal notices.
2. Attach a copy of the Level Three response being appealed, if applicable.

Student's or parent's signature: _____

Signature of student's or parent's representative: _____

Date of filing: _____

Complainant, please note:

If you are initiating a formal complaint with the District, please use the Level One form. The appropriate level administrator or level hearing will be designated to respond to the complaint in accordance with this policy.

A complaint or appeal form that is incomplete in any material aspect may be dismissed but may be refiled with all the required information if the refiling is within the designated time for filing a complaint or appeal.

Please keep a copy of the completed form and any supporting documentation for your records.