



GRIEVANCE PROCESSING PROCEDURES

Receipt of Grievance

- Date stamp complaint form upon receipt
- Assign grievance to lowest level administrator with authority to grant relief requested
 - Ⓞ Level 1 – Usually campus principal
 - Ⓞ Level 2 – Usually Assistant Superintendent of Administrative and Pupil Services, or if student is on charter campus, Charter CEO
 - Ⓞ Level 3 – Superintendent or designee
 - Ⓞ Level 4 – Board of Trustees

Grievance Hearing

- Assigned administrator contacts grievant to schedule hearing (within 10 business days of receipt of complaint/appeal unless extended by mutual agreement)
- Administrator sends notice of hearing (*Forms: Confirmation of Hearing*)
- Administrator conducts hearing and records audio (*Forms: Level 1-3 Hearing Guides*)
- Representation permitted if 3 days prior notice provided, otherwise hearing subject to rescheduling; contact ISD attorney if employee provides notice of representation

Grievance Decision

- Administrator provides grievant with written decision within 10 business days of hearing (*Forms: Grievance Response Shell*)
 - Ⓞ Confirm grievance is timely filed (within 15 business days of date student/parent knew or with reasonable diligence should have known, of the decision or action giving rise to complaint or grievance)
 - Ⓞ If complaint is untimely filed, deny grievance based on timeliness **and do not address substance**
 - Ⓞ If timely, investigate complaint – retrieve records relating to facts; review policy and applicable Student Handbook provisions; visit with personnel
 - Ⓞ Ask yourself, has a violation of law or policy occurred? Involve ISD attorney in draft of decision if represented by counsel or if violation of law is alleged