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 Superintedent 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? Inolve ISD attorney in draft of decision if represented by counsel or if violation of law is alleged