

# STUDENTS

## Series 500

Policy Title Student Complaints and Grievances Code No. 502.04

Student complaints and grievances regarding board policy or administrative regulations and other matters should be addressed to the student's teacher or another licensed employee, other than the administration, for resolution of the complaint. It is the goal of the board to resolve student complaints at the lowest organizational level.

If the complaint cannot be resolved by a licensed employee, the student may discuss the matter with the principal within three (3) days of the employee's decision. If the matter cannot be resolved by the principal, the students may discuss it with the superintendent within fifteen (15) days after speaking with the principal.

If the matter is not satisfactorily resolved by the superintendent, the student may ask to have the matter placed on the board agenda of a regularly scheduled board meeting in compliance with board policy.

Students and parents of students in the George-Little Rock Community shall have the right to file a formal complaint alleging discrimination under federal and state regulations requiring non-discrimination in programs and employment.

### Level I - Immediate Supervisor

(Informal and optional - may be bypassed by the grievant)

A student or parent of a student with a complaint of discrimination based upon their gender, race, national origin, religion, marital status or disability are encouraged to discuss it with the instructor, counselor, supervisor, building administrator, program administrator or personally contact person directly involved.

### Level II - Compliance Officer

If the grievance is not resolved at Level I and the grievant wishes to pursue the grievance, the grievant may formalize it by filing a complaint in writing on a Grievance Filing form, which may be obtained from the Compliance Officer. The complaint shall state the nature of the grievance and the remedy requested. The filing of the formal written complaint at Level II must be within 15 calendar days from the date of the event giving rise to the grievance; or from the date the grievant could reasonably become aware of such occurrence. The grievant may request that a meeting concerning the complaint be held with the Compliance Officer. A minor student may be accompanied at that meeting by a parent or guardian. The Compliance Officer shall investigate the complaint and attempt to resolve it. A written report from the Compliance Officer regarding action taken will be sent to the involved parties within a reasonable time after receipt of the complaint. In all cases, the written report will be filed with all parties within thirty (30) days of the completion of the investigation.

If, in cases of disability grievances at the elementary and secondary level, the issue is not resolved through the grievance process, rather, the parents have a right to an impartial hearing to resolve the issue.

This procedure in no way denies the right of the grievant to file formal complaints with the Iowa Civil Rights Commission, the U.S. Department of Education, Office of Civil Rights, the Equal Employment Opportunity Commission, or the Iowa Department of Education for mediation or rectification of civil rights grievances, or to seek private counsel for complaints alleging discrimination.

#### Legal Reference:

Iowa Code § 279.8 (2011).

#### Cross Reference:

210.08 Board Meeting Agenda  
215.00 Public Participation in Board Meetings  
307.00 Communication Channels  
502.00 Student Rights and Responsibilities  
504.03 Student Publications

Date of Adoption: May 13, 2013 (Revised)

**PARENT/STUDENT GRIEVANCE PROCEDURE**

Check type of grievance:

- Section 504 of the Rehabilitation Act/ADA
- Title VI of the Civil Rights Act of 1964
- Title IX of the 1972 Educational Amendments
- Student Attendance and Discipline Code 280.6

1. An alleged grievance under the type indicated above must be filed in writing fully setting out the circumstances giving rise to such grievance.
2. Such claims must be made in writing and filed with the principal serving in the capacity of:
  - a. Section 504/ADA Compliance Coordinator
  - b. Title VI Equal Education Compliance Coordinator
  - c. Title IX Equity Compliance Coordinator
  - d. Student Responsibilities and Discipline
  - e. Good Student Conduct
3. The claim for grievance is being made by:

Student Signature	Date	Telephone Number
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Parent/Guardian Signature	Date	Telephone Number
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4. A hearing will be conducted according to the procedures in the regulations implementing the Family Educational Rights and Privacy Act (FERPA).
5. Attach or send a letter explaining the problem and remedy you seek. Describe why you believe the previous decision is unfair. Address your letter to: Principal, George-Little Rock High School, PO Box 6, George, Iowa 51237.

**Level I Hearing**

6. The building principal will serve as the level I Hearing Officer. The compliance coordinator may appoint an alternate level I Hearing Officer if the building principal is unavailable or a conflict of interest arises.
7. The building principal shall meet with the student and parent/guardian within three (3) days of receiving the signed and dated grievance form and attached letter explaining the circumstances giving rise to the grievance. The level I hearing shall allow the student and/or parent/guardian full and fair opportunity to present evidence relevant to the issues raised. The grievant may, at their own expense, be assisted or represented by individuals of his/her choice including an attorney.
8. The building principal shall make his/her decision in writing, including an explanation of the decision within five (5) days after the hearing. The decision must be made solely on the evidence presented at the hearing and shall include a summary of the evidence and reasons for the decision. If unsatisfied with the principal’s written response, go to level II explained in the following section. If satisfied with the principal’s decision and explanation, no further action will be taken.

## **Level II Hearing**

9. If the grievant is not satisfied with the decision from level I, the grievant may file for a level II hearing within ten (10) days of the level I written response. The superintendent or his/her designee shall serve as the level II hearing officer.
10. The level II hearing officer shall make his/her decision in writing to each party of the grievance within ten (10) days of the level II hearing using the same procedures described in the level I process.

### Level III

11. If the complaint is not satisfied with level II, further appeal may be made to the appropriate agency:

Section 504/ADA	U.S. Department of Civil Rights
Rehabilitation Act of 1973	Department of Education Washington, DC 20201
Title VI Civil rights Act of 1964	Region VII Office of Civil Rights Kansas City, MO
Title XI 1972 Educational Amendments	Region VII Office of Civil Rights Kansas City, MO
Good Conduct Policy	Department of Education Grimes State Office Building Des Moines, IA 50319
Student Attendance/Discipline	County Attorney

## Grievance Procedure Form

Grievance form for complaints of discrimination or non-compliance with Federal and State Regulations requiring non-discrimination.

I, \_\_\_\_\_, am filing this grievance

because: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
(Attach additional sheets, if necessary)

Describe incident or occurrence as accurately as possible: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
(Attach additional sheets, if necessary)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_  
Phone Number: \_\_\_\_\_

If student, name: \_\_\_\_\_

School: \_\_\_\_\_ Grade Level: \_\_\_\_\_

Name of individual alleging discrimination or non-compliance: \_\_\_\_\_

Name: \_\_\_\_\_

Grievance Date: \_\_\_\_\_

State the nature of the complaint and the remedy requested: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
Indicate the Level I principal or supervisor's response or action to above complaint: \_\_\_\_\_

\_\_\_\_\_

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Signature of Principal or Supervisor: \_\_\_\_\_

Date: \_\_\_\_\_

**Grievance Compliance Officer Response**

Brief summary of complaint and action taken to date: \_\_\_\_\_

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Investigation findings: \_\_\_\_\_

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Ruling: \_\_\_\_\_

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Signature of Compliance Officer: \_\_\_\_\_

Date: \_\_\_\_\_

Filed with:

- Complainant
- Superintendent of Schools
- Principal or Supervisor