

## STUDENT RIGHTS AND RESPONSIBILITIES: PARENT AND STUDENT COMPLAINTS AND GRIEVANCES

### **PTAA PARENT AND STUDENT COMPLAINTS AND GRIEVANCES**

## **Guiding Principles**

### **Informal Process**

The Board encourages students and parents to discuss their concerns and complaints through informal conferences with the appropriate teacher, Assistant Principal, or other campus administrator.

Concerns should be expressed as soon as possible to allow early resolution at the lowest possible administrative level.

## **Formal Process**

If an informal conference regarding a complaint fails to reach the outcome requested by the student or parent, the student or parent may initiate the formal process described below by timely filing a written complaint form.

Even after initiating the formal complaint process, students and parents are encouraged to seek informal resolution of their concerns. A student or parent whose concerns are resolved may withdraw a formal complaint at any time.

The process described in this policy shall not be construed to create new or additional rights beyond those granted by law or Board policy, nor to require a full evidentiary hearing or “mini-trial” at any level.

## **Freedom from Retaliation**

Neither the Board nor any Pioneer Technology & Arts Academy (“School”) employee shall unlawfully retaliate against any student or parent for bringing a concern or complaint.

## **Notice to Parents and Students**

The School shall inform students and parents of this policy.

## **Complaints**

In this policy, the terms “complaint” and “grievance” shall have the same meaning. This policy shall apply to all student and parent complaints, except as provided below.

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### **General Provisions**

#### **Filing**

Student and/or parental complaints shall be submitted in writing on a form provided by the School. Copies of documents that support the complaint shall be attached to the complaint form or presented at the Level One conference. After the Level One conference, no new documents may be submitted unless their existence was unknown to the complainant before the Level One conference. A complaint that is incomplete may be dismissed.

For purposes of this policy, “days” shall mean calendar days and announcement of a decision in the student’s or parent’s presence shall constitute communication of the decision.

#### **Level One**

The student or parent shall request in writing a conference with the appropriate Assistant Principal within three days from the time the event(s) causing the complaint were or should have been known. Following a conference, the appropriate Assistant Principal shall have seven days to respond.

#### **Level Two**

If the student or parents is not satisfied with the Level One decision, or if no decision is provided, the student or parent may request in writing a conference with the Superintendent or designee. The request must be filed within seven days of the Level One decision or the response deadline if no decision is made. The Superintendent shall hold the conference within seven days of the request.

The student or parent shall submit a signed statement of the complaint, any evidence supporting the complaint, and the date and results of the conference with the Campus Assistant Principal. The Superintendent or designee shall have seven days following the conference to respond.

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### Level Three

If the student or parent is not satisfied with the Level Three decision, or if no timely decision is provided, the student or parent may submit to the Superintendent of Schools or designee in writing a request for a hearing before the Board of Directors. The request must be filed within seven days of the Level Three decision or the response deadline if no decision is made. The student or parent shall be informed of the date, time, and place of the hearing.

The Board of Directors shall hear the student or parent complaint, and may set a reasonable time limit for presenting the complaint. Only written documentation and issues previously submitted and presented by the student or parent and the school will be considered. An audiotape recording of the hearing shall be made.

The Board of Directors shall communicate its decision, if any, orally or in writing before or during the next regularly scheduled Board meeting. If no decision is made by the end of the next regularly scheduled Board meeting, the Level Two decision shall be upheld. The Board may not delegate its authority to issue a decision, and any decision by the Board of Directors is final and may not be appealed.

If the complaint involves concerns or charges regarding a student or School employee, it shall be heard by the Superintendent in closed meeting unless the employee to whom the complaint pertains requests that it be heard in public.

### **Complaints Regarding the Free and Reduced Price Meal Program**

The following procedures apply to all complaints made by parents regarding the School's administration of the Free and Reduced Price Meal Program:

1. Parents with concerns or complaints will be directed to the Child Nutrition Director for the appropriate campus.
2. The parent will complete a Complaint Form that is available in the front office.
3. Completed forms must be returned to the campus Child Nutrition Director.
4. The campus Child Nutrition Director will provide completed forms to a Hearing Officer who is designated by the Campus Assistant Principal.
5. The campus Hearing Officer will forward the completed form to the Texas Department of Agriculture.

### **Complaint Procedures**

In order to submit a complaint, complete the PTAA School Complaint Form and submit the form to the [info@ptaaschool.org](mailto:info@ptaaschool.org) electronically or in hard copy to your campus office:

The

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## PTAA School Complaint Form

Name: \_\_\_\_\_ Email Address: \_\_\_\_\_

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

Date of Problem: \_\_\_\_\_ Phone Number: \_\_\_\_\_

PTAA School (include address):

**Basis of complaint:**

Please provide further details:

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