

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 Campus Principal or Designee 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. Attached Exhibit A

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's designee. The request must be filed within seven days of the Level One decision or the response deadline if no decision is made. The Designee 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 Principal or Designee. The Designee shall have seven days following the conference to respond. Attached Exhibit B

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Level Three

If the student or parents is not satisfied with the Level Two 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 Two decision or the response deadline if no decision is made. The Superintendent or Designee 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 Office of Student Services. The Superintendent or Designee shall have seven days following the conference to respond. Attached Exhibit B

Level Four

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. Attached Exhibit C

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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:

Please submit the grievance form to grievancetexas@ptaaschool.org

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Exhibit A- Response to Level One Complaint

_____ (date)
_____ (complaint's name)
_____ (complaint's address)
_____ (complaint's email)

Dear _____:

Having considered the complaint at our Level One Conference on _____, I have decided on the following response:

[Note: When preparing the letter, include only one of the following sentences.]

For the following reasons, I am unable to provide the remedy you seek:

Or

I will take the following actions to grant the remedy you seek for your complaint:

Or

Although I am unable to provide the full remedy you seek for your complaint, I will take the following actions to provide a partial remedy:

_____ (signature of principal)

Complaint, please note:

To appeal this response, you must file a written notice of appeal with the appropriate administrator within the time limits set in PTAA local policy. The necessary appeal forms are available at Office of Student Services during regular business hours. Please email the office of student services at grievancetexas@ptaaschool.org

DATE ISSUED:

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Exhibit B- Response to Level Two/Three Appeal

_____ (date)
_____ (complaint's name)
_____ (complaint's address)
_____ (complaint's email)

Dear _____:

Having considered the Level Two appeal on _____ (date), I have decided on the following response:

[Note: When preparing the letter, include only one of the following sentences.]

I am unable to grant your appeal. I will uphold the decision made at Level One by _____ (name) and communicated to you in the Level One response.

Or

I wish to grant your appeal and have instructed _____ (name) to find a resolution in keeping with the remedy you seek.

Or

Although I am unable to fully grant your appeal, I have instructed _____ (name) to take the following actions as a partial remedy to your complaint:

_____, Superintendent (or designee)

Complaint, please note:

To appeal this response, you must file a written notice of appeal with the appropriate administrator within the time limits set in PTAA local policy. The necessary appeal forms are available at Office of Student Services during regular business hours. Please email the office of student services at grievancetexas@ptaaschool.org

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Exhibit C- Board's Response to Level Four Appeal

_____ (date)
_____ (complaint's name)
_____ (complaint's address)
_____ (complaint's email)

Dear _____:

Having considered the Level Two appeal on _____ (date), I have decided on the following response:

[Note: When preparing the letter or announcing the decision at the Board meeting, include only one of the following sentences.]

We have denied the appeal and have upheld the decision made by the Superintendent (or designee) at Level Two or Level Three.

Or

We have granted the appeal and have instructed the Superintendent to find a resolution in keeping with the remedy you seek.

Or

We have partially denied and partially granted the appeal and have instructed the Superintendent as follows:

Sincerely,

_____, President of the Board of Trustees
_____ School District