



## Process for the Public or Community

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### **1. Contact the Staff Member/Principal/Department**

The most direct route to resolving a concern is to confer directly with the person involved. More than 95% of concerns are resolved by a conversation between those involved. Community and Members of the Public are encouraged to resolve their concerns through the informal conference process with the staff member, building administrator, department coordinator or director over the area of concern.

### **2. Level One Complaint/Grievance**

If your concerns are not resolved by an informal meeting with your supervisor, building administrator and/or department, a Level One complaint/grievance may be necessary. Please contact the Director of Compliance and Policy at Central Office. You can download a Level One Public Complaint form by going to [www.emsisd.com](http://www.emsisd.com) and clicking on the “Community” tab and then clicking on “Complaints/ Grievances.”

*\*Note: According to Board Policy GF(Local), a Level One complaint/grievance must be filed within 15 days that you knew, or with reasonable diligence should have known, of the reason or action giving rise to the complaint.*

### **3. Level Two Complaint/Grievance**

If your concerns are not resolved by the level one complaint/grievance process you should contact the Director of Compliance and Policy at Central Office. This step should be taken only after steps 1 and 2 have not resolved the concern. Paperwork for the Level Two complaint/grievance can be obtained on the EMS website at [www.emsisd.com](http://www.emsisd.com) and clicking on the “Community” tab and then clicking on “Complaints/Grievances.” *Note: According to Board Policy GF(LOCAL), a Level One appeal notice must be filed within 10 days of the response deadline of Level One.*

### **4. Level Three Grievance**

A Level Three complaint/grievance is the last stage of an appeal after all other avenues have been exhausted. A Level Three complaint/grievance will be heard by the school board. The EMS ISD Board of Trustees serves as an appeal body in resolving disputes. A school board member must disqualify him or herself at the time of the hearing if he or she has been involved prior to the hearing. For this reason, it is important not to involve the board in issues prior to the Level Three complaint/grievance process. Paperwork for the Level Three complaint/grievance can be obtained by going to [www.emsisd.com](http://www.emsisd.com) and clicking on the “Community” tab and then clicking on “Complaints/Grievances.” *Note: According to Board Policy GF(LOCAL), a Level Two appeal notice must be filed within 10 days of the response deadline of Level Two.*

It is our goal to work with parents, students, employees, and community members to resolve concerns quickly and effectively. If you have any questions regarding the grievance process, please send an email to [Grievance@ems-isd.net](mailto:Grievance@ems-isd.net), or contact the Director of Compliance and Policy at 817-232-0880.

## Public Complaint Form Level One

Any community and members of the public filing a complaint must fill out this form completely and submit it [Grievance@ems-isd.net](mailto:Grievance@ems-isd.net), hand deliver, or mail to the Director of Compliance and Policy, 1200 Old Decatur Road, Saginaw, TX 76179. All complaints will be processed in accordance with GF(LEGAL) and (LOCAL) or any exceptions outlined therein.

NAME: \_\_\_\_\_

POSITION: \_\_\_\_\_

CAMPUS/DEPARTMENT: \_\_\_\_\_

**Please state the date of the event or series of events causing the complaint.**

**Please state your complaint, including the individual harm alleged.**

**Please state specific facts of which you are aware to support your complaint (list in detail).**

**Please state the remedy you seek for this complaint.**

**Employee signature:** \_\_\_\_\_

**Date Submitted:** \_\_\_\_\_