

# SWNEPS

solutions to effective problem solving

## Process for Parent/Students

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### Step 1. Contact the Direct Supervisor/Campus Principal

The most direct route to resolving a concern is to confer directly with the person involved, whether it is a teacher, assistant principal, or supervisor, etc. More than 95% of concerns are resolved by a conversation between those involved. If your concerns are not resolved by contacting or meeting with the person involved, you should contact the Campus Principal. The Campus Principal is responsible for the school's operation and can provide explanations and clarification of policies and procedures, and specific campus and district information.

### Step 2. Level I Complaint/Grievance Process

If your concerns are not resolved by meeting with the appropriate staff member, campus administrator, and/or the campus principal, a formal Level I complaint/grievance may be necessary. You can access a **Parent/Student Level 1 Complaint/Grievance Form** by going to [www.emsisd.com](http://www.emsisd.com) and clicking on the "Parents" tab and then clicking on "Complaints/ Grievances" tab. This form can be provided to you in hard copy format upon your request to the Campus Principal. \***Note:** According to Board Policy FNG(LOCAL), a Level I Complaint/Grievance **MUST** be filed within 15 days of the date the student or parent first knew, or with reasonable diligence should have known, of the decision, action, or circumstance giving rise to the complaint or grievance. Level One complaint/grievances will be assigned to the lowest level administrator who has the authority to remedy the concern/problem. The Parent/Student Level I Complaint/Grievance Form can be submitted to [Grievance@ems-isd.net](mailto:Grievance@ems-isd.net), hand delivered, or mailed to the Director of Compliance and Policy.

### Step 3. Level II Complaint/Grievance Process

If your concerns are not resolved by the Level I Complaint/Grievance Process, contact the Director of Compliance and Policy at 817-232-0880 or via email at [Grievance@ems-isd.net](mailto:Grievance@ems-isd.net). You can access the **Level II Parent/Student Complaint/Grievance Form** by going to [www.emsisd.com](http://www.emsisd.com) and clicking on the "Parents" tab and then clicking on "Complaints/ Grievances" tab. This form can be provided to you in hard copy format upon your request to the Director of Compliance and Policy. \***Note:** According to Board Policy FNG (LOCAL), a Level II Complaint/Grievance Appeal Notice **MUST** be filed in writing on the form provided by the district within 10 days of the date of the written Level I response.

### Step 4. Level III Complaint/Grievance Process

If your concerns are not resolved by the Level II Complaint/Grievance Process, you may appeal the Level II decision to the members of the EMS ISD Board of Education. The Level III appeal notice must be filed in writing, on a form provided by the District. The Superintendent or designee shall inform the student or parent of the date, time, and place of the board meeting at which the complaint will be on the agenda for presentation before to the Board. A Board Member may be required to recuse him or herself if he or she has been involved in the complaint/grievance process prior to the Level III hearing. You can access the **Level III Parent/Student Complaint/Grievance Form** by going to [www.emsisd.com](http://www.emsisd.com) and clicking on the "Parents" tab and then clicking on the "Complaints/Grievances" tab. \* **Note:** According to Board Policy FNG (LOCAL), a Level III Complaint/Grievance Appeal notice **MUST** be filed in writing on the form provided by the district within 10 days of the date of the written Level II response.



# EAGLE MOUNTAIN SAGINAW ISD

*Fostering a Culture of Excellence*

## Level I Parent/Student Complaint Grievance Form

To file a formal complaint in accordance with Board Policy FNG (LOCAL), please fill out this form completely and submit via email to [Grievance@ems-isd.net](mailto:Grievance@ems-isd.net), or by hand or standard mail delivery to the Director of Compliance and Policy, 1200 North Old Decatur Road, Fort Worth, TX 76179. All formal complaints/grievances will be heard in accordance with FNG (LEGAL and LOCAL).

DATE OF FILING: \_\_\_\_\_

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

STUDENT NAME: \_\_\_\_\_ GRADE LEVEL: \_\_\_\_\_

ADDRESS: \_\_\_\_\_  
\_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_ EMAIL ADDRESS: \_\_\_\_\_

CAMPUS: \_\_\_\_\_ CAMPUS PRINCIPAL: \_\_\_\_\_

- 1. State in detail the facts of the incident, decision, event, or the series of events supporting or causing your complaint (provide specific information).**
- 2. State the dates of the incident, decision, event, or the series of events causing your complaint.**
- 3. Explain how you or your child have been affected or impacted by the incident, event, or the series of events causing the complaint.**

