



Process for Students and/or Parents

1. Contact the Staff Member/Principal

The most direct route to resolving a concern is to confer directly with the person involved, whether it is a teacher, coach, bus driver, etc. More than 95% of concerns are resolved by a conversation between those involved. If your concerns are not resolved by contacting the staff member involved you should contact the building administrator. This will usually be the campus principal. The principal is in charge of each campus and is responsible for the school's operation. Explanations of policies and procedures, various clarifications and all types of campus information are available in the principal's office.

2. Level One Complaint/Grievance

If your concerns are not resolved by meeting with the staff member, building administrator, and/or the campus principal, a Level One complaint/grievance may be necessary. You can download a Level One Parent Complaint form by going to www.emsisd.com and clicking on the "Parents" tab and then clicking on "Complaints/ Grievances" or visiting with your child's principal. **Note: According to Board Policy FNG(LOCAL), a Level One complaint/grievance MUST be filed within 15 days that the student or parent knew, or with reasonable diligence should have known, of the action or circumstance giving rise to the complaint. Level One complaint/grievances will be assigned to the lowest possible administrative level for handling.*

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 and clicking on the "Parents" tab and then clicking on "Complaints/ Grievances." *Note: According to Board Policy FNG Local, a Level Two appeal notice MUST be filed within 10 days of the response deadline of Level One.*

4. Level Three Complaint/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 may be required to 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 on the EMS website at www.emsisd.com and clicking on the "Parents" tab and then clicking on the "Complaints/Grievances." *Note: According to Board Policy FNG Local, a Level Three 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 contact your campus principal, email at Grievance@ems-isd.net, or Director of Compliance/Policy 817-232-0880.

Parent Complaint Form Level One

To file a formal complaint, please fill out this form completely and submit to Grievance@ems-isd.net, hand deliver, or mail to Director of Compliance and Policy, 1200 Old Decatur Road, Saginaw, TX 76179 within the time established in board policy FNG (LOCAL). All complaints will be heard in accordance with FNG(LEGAL) and (LOCAL) or any exceptions outlined therein.

NAME: _____

STUDENT'S NAME: _____

ADDRESS: _____

TELEPHONE NO: _____

CAMPUS: _____

GRADE: _____

PRINCIPAL: _____

Please describe the decision or circumstances causing your complaint (give specific factual details):

What was the date of the decision or circumstances causing your complaint?

Please explain how you (or your child) have been harmed by this decision or circumstance.

Please describe any efforts you have made to resolve your complaint informally at the campus level and the responses to your efforts.

STEPS: Solutions to Effective Problem Solving

With whom did you communicate at the campus?

On what date?

Please describe the outcome or remedy you seek for this complaint.

Parent signature: _____

Date of filing: _____

Please note:

A complaint form that is incomplete in any material way may be dismissed, but may be re-filed with all the required information if the re-filing is within the designated time for filing a complaint.

Attach to this form any documents you believe will support the complaint; if unavailable when you submit this form, they may be presented no later than the Level One conference. Please keep a copy of the completed form and any supporting documentation for your records.