

## **Student Complaint Procedure Policy 5012**

The Board recognizes that students or their parents/guardians may have legitimate concerns and complaints. In addition, the Board believes that respect for established procedures is an important part of the educational process. Accordingly, individual and group complaints shall be recognized, and appropriate appeal procedures shall be provided.

For the purposes of this policy, a complaint shall be one that arises from actions that directly affect the student's participation in an approved educational program.

The student or their parents/guardians should first make the complaint known to the staff member most closely involved or, if none is identifiable, a guidance counselor; and both should attempt to resolve the issue informally and directly. For complaints that must move beyond the first step, the student shall prepare a written statement of his/her complaint which shall set forth:

1. Specific nature of the complaint and a brief statement of relevant facts.
2. Manner and extent to which the student believes s/he has been adversely affected.
3. Relief sought by the student.
4. Reasons the student feels entitled to the relief sought.

The complaint may then be submitted, in turn, to:

1. The Building Principal.
2. The Board.

Each level will be given thirty (30) school days (maximum allowed at each level) for hearing of the complaint and preparation of a written response. At each level, the student or their parents/guardians shall be afforded the opportunity to be heard personally by the school authority. A written final resolution/decision of the complaint will be provided within ninety (90) days. Student and/or parent complaints involving discipline, the assigned discipline by school administration will stand and “stay put” pending the completion of the complaint process. Upon which, the assigned consequence will stand, be amended, or expunged from the student’s record.

District Responsibilities Under s.118.13, Wis. Stats.

DRAFT 8/3/23

Adopted: 8/28/23

Revised: 4/8/24