

POLICY 5350

Student Complaints - Resolution

A. Purpose

1. The purpose of this policy is to facilitate prompt and equitable resolution of student complaints, including those **involving student acceleration or retention** (see [Policy 4040 Acceleration Retention of Students](#)), alleging discrimination on the basis of race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status at the appropriate level.

B. Exclusions

1. Student complaints regarding instructional materials, removal to alternative education programs, expulsion, prior review of non-school materials intended for distribution to students, or special education appeals are covered by separate procedures. Student complaints relating to sexual harassment (which is on form of sex discrimination) are addressed using the procedure in [Policy 5275 Title IX Sexual Harassment](#) instead of the procedure in this policy. (Student complaints about other forms of sex discrimination can be raised under this policy.)

C. Aggrieved Students

1. A student aggrieved by a violation of a constitutional, statutory, or common law right, or a violation of a rule adopted by the State Board of Education or a policy adopted by the Board shall be afforded a hearing in accordance with applicable law and as provided in this policy. However, this provision shall not be construed to create an independent right to a hearing before the Board in addition to hearings required by law.

D. Presentations and Hearings

1. In most circumstances, students shall be entitled to administrative conferences and informal presentations of the complaint to the Board as outlined in this policy.

E. Representation

1. The student may be represented by an adult at any level of the complaint.

2. If the complaint involves a problem with a teacher, the student shall in most circumstances be expected to discuss the matter with the teacher before requesting a conference with the principal at Level One.

F. Level One

1. A student who has a complaint shall request a conference with the principal within ten calendar days of the time the student knew, or should have known, of the event or series of events causing the complaint. The principal shall schedule and hold a conference with the student within five days.

G. Level Two

1. If the outcome of the conference with the principal is not to the student's satisfaction, the student has ten calendar days to request a conference with the superintendent or designee who shall schedule and hold a conference. Prior to or at the conference, the student shall submit a written complaint that includes a statement of the complaint and any evidence in its support, the solution sought, the student's signature, and the date of the conference with the principal.

H. Level Three

1. If the outcome of the conference with the superintendent or designee is not to the student's satisfaction, the student may present the complaint to the Board. Students shall request time on the agenda for the next board meeting through the superintendent. The student shall, at least 5 days before the meeting, provide a written statement identifying specifically the claimed violation and the relief requested.
2. The Board shall designate a portion of its regular monthly meeting to hear student complaints. The board president may set reasonable time limits on complaint presentations. The Board shall listen to the complaint, but is not required to respond or take action on the matter unless the complaint is from an aggrieved party and the meeting with the Board is a hearing as required by law it determines that is appropriate.

I. Closed Hearing

1. If the complaint involves complaints or charges about another person, the complaint shall be heard by the Board in a closed meeting unless the other person complained about requests the meeting to be public.