

The proposed innovative parent and student grievance timeline is as follows:

#### Level One

- A Level One 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 or action giving rise to the complaint or grievance.
- The Level One grievance will be filed with the lowest level administrator who has the authority to remedy the alleged problem. If the lowest level administrator is the subject of the grievance, then another administrator will be assigned.
- The appropriate administrator shall investigate as necessary and schedule a conference with the student or parent within 10 days after receipt of the written complaint. The administrator may set reasonable time limits for the conference.
- The administrator shall provide the complainant with notice of the date of the Level One hearing at least 5 days before the conference.
- Absent extenuating circumstances, the administrator shall provide the complainant a written response within ten days following the Level One conference.

#### Level Two

- If the complainant did not receive the relief requested at Level One or if the time for a response has expired, the student or parent may request a Level Two conference with the Superintendent or designee to appeal the Level One decision within ten days of the date of the written Level One response or, if no response was received, within ten days of the Level One response deadline.
- The administrator has 10 days from receipt of the grievance to hold the Level Two conference.
- The administrator shall provide the complainant with notice of the date of the Level Two hearing at least 5 days before the conference.
- The Level Two conference shall be limited to the issues and documents considered at Level One. At the conference, the student or parent may provide information concerning any documents or information relied upon by the administration for the Level One decision. The Superintendent or designee may set reasonable time limits for the conference.
- Absent extenuating circumstances, the administrator shall provide the complainant a written response within ten days following the Level Two conference.

#### Level Three

- If the student or parent did not receive the relief requested at Level Two or if the time for a response has expired, the student or parent may appeal the decision to the Board. The appeal notice must be filed in writing, on a form provided by the District, within ten days of the date of the written Level Two response or, if no response was received, within ten days of the Level Two response deadline.
- The Board has 60 days from receipt of the grievance to hold the Level Three conference.
- 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 to the Board.

- The Level Three appeal shall be limited to the issues and documents considered at Level Two, except that if at the Level Three hearing the administration intends to rely on evidence not included in the Level Two record, the administration shall provide the student or parent notice of the nature of the evidence at least three days before the hearing.
- The District shall determine whether the complaint will be presented in open or closed meeting in accordance with the Texas Open Meetings Act and other applicable law.
- Absent extenuating circumstances, the administrator shall provide the complainant a written response within 10 days following the Level Three appeal.