



# Head Start Policy Council By-Laws

Policy Council Approved: November 3, 2017



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**BYLAWS**  
**DENTON INDEPENDENT SCHOOL DISTRICT**  
**HEAD START POLICY COUNCIL**

**ARTICLE I**

Name

The name of this organization shall be the Denton ISD Head Start Policy Council and shall be referred to as the Policy Council.

**ARTICLE II**

Purpose

Section 1: The purpose of the Policy Council shall be:

- a. To serve as a link between public and private organizations, the Grantee (Denton ISD) Board and the community it serves.
- b. To ensure the grantee has an established policy group and a well- functioning governing body that shares responsibility for overseeing the delivery of high quality services to children and families in accordance with Head Start legislation, regulation and policies.
- c. To recruit volunteer services from parents, community residents and community organizations.

Section 2: The major management functions of the Policy Council shall be, at a minimum:

- a. To develop Policy Council By-Laws.
- b. To develop and implement program planning by the Grantee with the consultation of the program's governing body, Policy Council and staff.
- c. To review, approve, and submit all Head Start Policies and Procedures to the governing board.
- d. To participate in a self-assessment of the Denton ISD Head Start Program annually.
- e. To make informed decisions concerning the Denton ISD Head Start budgets, grant proposals and operational changes as required in the Head Start Performance Standards including budget planning and program expenditures i.e., all funding, applications and amendments.
- f. To provide input/ decisions in policies to employ staff, staff conduct and dismissal of any person who works primarily for the Denton ISD Head Start Program. The Policy Council members give the Denton ISD Head Start Director all authority to hire and terminate employees in emergency situations to benefit the welfare of staff and children in the program. All such decisions will be brought to the Policy Council for action during the next meeting immediately following the changes.

- g. To implement the ERSEA policies and procedures approved by the Denton ISD Board of Trustees.
- h. To establish and maintain a Complaint/Grievance Procedure.
- i. To serve as a link between public and private organizations.
- j. To develop procedures for how members will be elected.
- k. To Promote activities to support the active involvement of parents in supporting program operations, including policies to ensure that the Head Start agency is responsive to community and parent needs.

Section 3: The Policy Council adopts for its use all the written policies and procedures established by the Denton ISD Board of Trustees (governing board) in accordance with the Texas Education Code.

## ARTICLE III

### Membership

The Policy Council shall consist of parents (at least 51%) of children presently enrolled in the Head Start Program plus representatives of the community and two (2) DISD Board of Trustees Liaisons.

Section 1: All parents serving on the Policy Council must be elected by parents of Head Start children currently in the program.

Section 2: The Grantee shall determine the composition of the community representation to include members of neighborhood community groups and local community or professional organizations which have a concern for children of low income families and can contribute to the development of the program. The number of such representatives will vary depending on the number of organizations which should be appropriately represented. Parents of former Head Start children may serve as representatives of the community. All representatives of the community selected by the Grantee must be approved by the elected parent members of the Policy Council.

Section 3: Two (2) members of the Denton ISD Board of Trustees, the governing board, will serve as liaisons between the Board and the Policy Council. The liaisons will have voting rights.

Section 4: If a member does not attend for two (2) consecutive meetings, he/she may be replaced.

Section 5: The membership of the Policy Council must be rotated to assure a regular influx of new ideas into the program. Policy Council terms are one (1) year and members may serve up to five (5) one-year terms.

Section 6: No staff members (nor members of their families) of the Grantee shall serve on the Policy Council in a voting capacity. Staff members may attend meetings in a consultative non-voting capacity upon request of the Council.

## ARTICLE IV

### Officers

The officers of the Policy Council shall be the President, Vice President, Secretary, Treasurer, and Parliamentarian. Officers, with the exception of Parliamentarian, are elected annually by a majority vote of the membership at the beginning of the school year no later than October. In the event of a vacancy, the membership will fill the office at the next official meeting. The President, Vice President, Secretary, Treasurer, and Parliamentarian will be known as the Executive Committee.

Section 1: The President shall preside at all meetings and appoint committees as needed.

Section 2: The Vice President shall assume and perform the duties of the President in the absence or disability of the President.

Section 3: The Secretary shall record minutes at all meetings and dispense these prior to the next meeting.

Section 4: The Treasurer shall be responsible for informing and disseminating to the Policy Council members all timely Head Start financial reports. The Treasurer will work with Ann Windle School for Young Children staff to obtain the reports.

Section 5: The Parliamentarian, appointed by the President, shall advise the presiding officer in responding to points of order and parliamentary inquiries and generally provide advice on conducting the meeting according to the Robert's Rule of Order.

Section 6: All officers shall have the right to vote and to debate questions the same as any other member. The President or person presiding shall avoid taking sides on issues or entering debate unless he/she first surrenders the chair.

## ARTICLE V

### Policy Council Meetings

The Policy Council shall have a minimum of four (4) regular meetings each school year. Conducting the business of Policy Council is a priority for the DISD Head Start Program.

Section 1: Regular meetings shall be held monthly. Notice of meetings or cancellations shall be mailed or emailed to each member not less than five (5) school days in advance when possible. Members may also be personally notified of meetings.

Section 2: Special meetings may be called by the President or Policy Council Advisor at any time circumstances and business deem them necessary.

Section 3: Business of the Policy Council may be officially conducted if six (6) or more members are present. Voting by email or attendance by phone may be allowed if unforeseen circumstances arise.

Section 4: Members may be reimbursed for reasonable expenses to participate fully in their roles at Policy Council meetings subject to Head Start budget and Policy Council approval. AWSYC Family Service personnel will help members access available resources as needed.

Section 5: Rules of Order

- a. All meetings shall be conducted in a manner consistent with procedures set forth in Robert's Rules of Order Revised.
- b. All issues requiring a vote shall be determined by a majority of those present unless stipulated otherwise in these Bylaws.

Section 6: Conflict that arises between Policy Council members or other parents and/or staff in the program should first be addressed according to the Internal Dispute Resolution guideline provided in Attachment 1.

Section 7: The Policy Council Chairperson or a parent member may file a complaint/grievance under Texas Education Code Chapter 26, Denton ISD Board Policy FNG (Legal) and Denton ISD Board Policy FNG (Local). *See ATTACHMENT 2, ATTACHMENT 3 and ATTACHMENT 4.*

## ARTICLE VI

### Plan for Reporting, Approval and Shared Decision Making Between Governing Body (DISD Board of Trustees) and Policy Council

Section 1: When needs arise for shared decisions to be made between the Governing Body and Policy Council the following procedure shall be followed to ensure compliance with the Texas Open Meetings Act.

- a. Policy Council will determine the extent of the need for any items which need to come before the Governing Body (DISD Board of Trustees).
- b. The Superintendent will be notified and he will inform the Governing Body.
- c. The item or items will be slated as Workshop items or added to the Consent Agenda for approval at a scheduled Board of Trustees meeting. The Policy Council members and/or staff may report to the Board at the scheduled meeting.
- d. Workshop items will be discussed and questions/concerns addressed.
- e. After the item has been "workshopped" it will be slated for a vote by the Governing Board.

Section 2: If questions remain or additional suggestions brought forward the item will be referred to staff to be reworked before being presented again to the Policy Council and the Governing Body.

## ARTICLE VII

### Impasse Procedures

Section 1: The Governing Body (Board of Trustees) and the Policy Council should work to resolve all internal disputes through their members. One acceptable method is workshopping and reworking items as described in Article VI wherein the decisions and input of both parties are considered and respected.

Section 2: If an impasse occurs, the Board President and Policy Council Chairperson shall notify each other by written notice of any disagreement or non-concurrence within five (5) working days following preliminary decisions of disagreement or non-concurrence. This notice will indicate the reasoning behind the disagreement i.e., why a decision is not accepted.

Section 3: The Impasse Committee shall be called to convene by the Executive Director within fifteen (15) working days (or the scheduled meeting date of the Policy Council or the Board of Trustees). This committee will be composed of two (2) representatives of each body. A neutral mediator will be brought in to bring the bodies to a mutually agreeable decision that is not arbitrary, capricious or illegal. The representatives will then present this decision to their respective bodies. If the dispute is not resolved a Non-Binding Arbitration Committee shall be called.

Section 4: The Non-Binding Arbitration Committee shall be called to convene within fifteen (15) working days (or the scheduled meeting date of the Policy Council or the Board, whichever is later following the Impasse Committee's final attempt to resolve issues of impasse through mediation.

Section 5: The Non-Binding Arbitration Committee shall be made up of three (3) disinterested persons\* who have agreed to serve as arbitrators and is composed of the following:

- a. One (1) representative of the Board of Trustees
- b. One (1) representative of the Policy Council
- c. One (1) representative mutually agreed upon by the representatives of the Board and Policy Council as described below.

NOTE: \*Disinterested persons shall not include a parent of a family member of children currently enrolled in the Head Start Program, staff or member of their family, Board member or member of their family or a family member of the Grantee or Delegate Agency.

A list of six (6) arbitrators, (3 representing Policy Council and 3 representing the Board) with addresses and phone numbers and ranked in the order in which they were called upon to serve on the Non-Binding Arbitration Committee, will be submitted for consideration by the Board representative and the Policy Council representative. One will be selected to fill the third position on the committee.

Section 6: In the event the recommendations submitted by the Impasse Committee and/or the Non-Binding Arbitration Committee are not acceptable to either the Policy Council or the Board of Trustees, the parties agree to submit the issue(s) to binding Arbitration. This meeting will be scheduled within thirty (30) days if possible. The decision of the Binding Arbitrator will be based on the findings of fact and conclusions of the law.



# ATTACHMENT 1

## Internal Dispute Resolution Procedure

A Policy Council member who has an unresolved conflict or personal grievance with another Policy Council member, related to Policy Council business, may request a mediation hearing through the Policy Council advisor. The advisor may ask to have an impartial mediator meet with the Policy Council members to resolve the conflict.

If a conflict escalates to the level requiring removal of a representative, the Policy Council Executive Committee will ask all members of the Policy Council to hear the conflict and to vote on the petition for removal. When the Policy Council must vote on a request for removal, there will be an unbiased outside mediator to guide the discussion so it remains fair, safe and respectful of all involved parties. The mediator will consult with others as needed to help the Policy Council make a fair decision. If the conflict is program related (not involving Policy Council business), it should be referred to the Policy Council Advisor who will direct the conflict to the appropriate Center Manager(s) or District Director.

Occasionally, disagreements or conflicts may arise. Therefore, this Internal Dispute Resolution Procedure has been established to help resolve the issues.

1. Talk directly to the person involved as both parties attempt to work out the problem.
2. If the problem cannot be solved at this level, go to the Policy Council Staff Advisor. The Advisor may call a meeting with those involved or talk with each person individually.
3. If the problem is still unresolved, the Head Start District Director may be contacted.

## ATTACHMENT 2

Denton ISD Board Policy FNG (Legal) Student Rights and Responsibilities

Student and Parent Complaints/Grievances

STUDENT RIGHTS AND RESPONSIBILITIES  
STUDENT AND PARENT COMPLAINTS/GRIEVANCES

FNG  
(LEGAL)

UNITED STATES  
CONSTITUTION

The District shall take no action abridging the freedom of speech or the right of the people to petition the Board for redress of grievances. *U.S. Const. Amend. I, XIV* [See FNA]

The Board may confine its meetings to specified subject matter and may hold nonpublic sessions to transact business. But when the Board sits in public meetings to conduct public business and hear the views of citizens, it may not discriminate between speakers on the basis of the content of their speech or the message it conveys. *Rosenberger v. Rector & Visitors of Univ. of Virginia*, 515 U.S. 819, 828 (1995); *City of Madison v. Wis. Emp. Rel. Comm'n*, 429 U.S. 167, 174 (1976); *Pickering v. Bd. of Educ.*, 391 U.S. 563, 568 (1968)

TEXAS CONSTITUTION

Citizens shall have the right, in a peaceable manner, to assemble together for their common good and to apply to those invested with the powers of government for redress of grievances or other purposes, by petition, address, or remonstrance. *Tex. Const. Art. I, Sec. 27*

There is no requirement that the Board negotiate or even respond to complaints. However, the Board must stop, look, and listen and must consider the petition, address, or remonstrance. *Prof'l Ass'n of College Educators v. El Paso County Cmty. [College] Dist.*, 678 S.W.2d 94 (Tex. App.—El Paso 1984, writ ref'd n.r.e.)

FEDERAL LAWS  
SECTION 504

A district that receives federal financial assistance, directly or indirectly, and that employs 15 or more persons shall adopt grievance procedures that incorporate appropriate due process standards and that provide for the prompt and equitable resolution of complaints alleging any action prohibited by Section 504 of the Rehabilitation Act of 1973. *34 C.F.R. 104.7(b)*

AMERICANS WITH  
DISABILITIES ACT

A district that employs 50 or more persons shall adopt and publish grievance procedures providing for prompt and equitable resolution of complaints alleging any action that would be prohibited by the Code of Federal Regulations, Title 28, Part 35 (Americans with Disabilities Act regulations). *28 C.F.R. 35.107*

TITLE IX

A district that receives federal financial assistance, directly or indirectly, shall adopt and publish grievance procedures providing for prompt and equitable resolution of student complaints alleging any action prohibited by Title IX of the Education Amendments of 1972. *34 C.F.R. 106.8(b)* [See FB]

EDUCATION CODE  
CHAPTER 26

Parents are partners with educators, administrators, and the Board in their children's education. Parents shall be encouraged to actively participate in creating and implementing educational programs for their children. *Education Code 26.001(a)*

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STUDENT RIGHTS AND RESPONSIBILITIES  
STUDENT AND PARENT COMPLAINTS/GRIEVANCES

FNG  
(LEGAL)

Unless otherwise provided by law, the Board, an administrator, an educator, or other person may not limit parental rights. *Education Code 26.001(c)*

'PARENT' DEFINED

For purposes of Education Code Chapter 26 (Parental Rights), "parent" includes a person standing in parental relation, but does not include a person as to whom the parent-child relationship has been terminated or a person not entitled to possession of or access to a child under a court order. Except as provided by federal law, all rights of a parent under Education Code Title 2 and all educational rights under Family Code 151.003(a)(10) shall be exercised by a student who is 18 years of age or older or whose disabilities of minority have been removed for general purposes under Family Code Chapter 31, unless the student has been determined to be incompetent or the student's rights have been otherwise restricted by a court order. *Education Code 26.002*

COMPLAINT  
PROCEDURES

The Board shall provide for procedures to consider complaints that a parent's right has been denied. *Education Code 26.001(d)*

The Board shall adopt a grievance procedure under which the Board shall address each complaint that it receives concerning a violation of a right guaranteed by Education Code Chapter 26 (Parental Rights). *Education Code 26.011*

PARENTAL RIGHTS

Parental rights listed in Education Code Chapter 26 are:

1. Rights concerning academic programs. *Education Code 26.003* [See EHA, EIF, FDB, and FMH]
2. Access to student records. *Education Code 26.004* [See FL]
3. Access to state assessments. *Education Code 26.005* [See EKB]
4. Access to teaching materials. *Education Code 26.006* [See EF and EKB]
5. Access to Board meetings, other than a closed meeting under the Open Meetings Act. *Education Code 26.007* [See BE and BEC]
6. Right to full information concerning a student. *Education Code 26.008* [See DF, FFE, and FM]
7. Right to information concerning special education and education of students with learning disabilities. *Education Code 26.0081* [See FB]
8. Requests for public information. *Education Code 26.0085* [See GBA]

STUDENT RIGHTS AND RESPONSIBILITIES  
STUDENT AND PARENT COMPLAINTS/GRIEVANCES

FNG  
(LEGAL)

9. Consent required for certain activities. *Education Code 26.009* [See EHA, FFE, FL, FM, and FO]
10. Refusal of psychiatric or psychological treatment of child as basis for report of neglect. *Education Code 26.0091* [See FFG]
11. Exemption from instruction. *Education Code 26.010* [See EMB]

OBJECTION TO  
SCHOOL ASSIGNMENT

The parent or person standing in parental relation to any student may object to the student's school assignment. Upon receiving a written petition to request or object to a student's assignment, the Board shall follow the procedures set forth at Education Code 25.034. *Education Code 25.033(2), .034* [See FDB]

CHALLENGE TO  
EDUCATION RECORDS

The District shall give a parent or eligible student, on request, an opportunity for a hearing to challenge the content of the student's education records on the grounds that the information contained in the records is inaccurate, misleading, or in violation of the privacy rights of the student. *34 C.F.R. 99.21* [See FL]

DENIAL OF CLASS  
CREDIT OR FINAL  
GRADE

If a student is denied credit or a final grade for a class by an attendance committee, the student may appeal the decision to the Board. *Education Code 25.092(d)* [See FEC]

COMPLAINTS AGAINST  
PROFESSIONAL  
EMPLOYEES

A person may not file suit against a professional employee of the District unless the person has exhausted the District's remedies for resolving the complaint. *Education Code 22.0514*

"Professional employee of the District" includes:

1. The Superintendent, principal, teacher, including a substitute teacher, supervisor, social worker, school counselor, nurse, and teacher's aide employed by the District;
2. A teacher employed by a company that contracts with the District to provide the teacher's services to the District;
3. A student in an education preparation program participating in a field experience or internship;
4. A DPS-certified school bus driver;
5. A member of the Board; and
6. Any other person whose employment by the District requires certification and the exercise of discretion.

*Education Code 22.051(a)*

STUDENT RIGHTS AND RESPONSIBILITIES  
STUDENT AND PARENT COMPLAINTS/GRIEVANCES

FNG  
(LEGAL)

- FINALITY OF GRADES** An examination or course grade issued by a classroom teacher is final and may not be changed unless the grade is arbitrary, erroneous, or not consistent with the District's grading policy applicable to the grade, as determined by the Board.
- The Board's determination is not subject to appeal. This provision does not prohibit an appeal related to a student's eligibility to participate in extracurricular activities under Education Code 33.081. [See FM]
- Education Code 28.0214*
- REQUESTS FOR PUBLIC INFORMATION** A district that receives a request from a parent for public information relating to the parent's child shall comply with Government Code Chapter 552 (Public Information Act). The District shall also comply with the deadlines and provisions set forth at Education Code 26.0085. *Gov't Code Ch. 552; Education Code 26.0085*
- CLOSED MEETING** The Board may conduct a closed meeting on a parent or student complaint to the extent required or provided by law. *Gov't Code Ch. 551, Subch. D* [See BEC]
- RECORD OF PROCEEDINGS** An appeal of the Board's decision to the Commissioner of Education shall be decided based on a review of the record developed at the District level. "Record" includes, at a minimum, an audible electronic recording or written transcript of all oral testimony or argument. *Education Code 7.057(c), (f)*
- It is the District's responsibility to make and preserve the records of the proceedings before the Board. If the District fails to create and preserve the record without good cause, all substantial evidence issues that require missing portions of the record for resolution shall be deemed against the District. The record shall include:
1. A tape recording or a transcript of the hearing at the local level. If a tape recording is used:
    - a. The tape recording must be complete, audible, and clear; and
    - b. Each speaker must be clearly identified.
  2. All evidence admitted;
  3. All offers of proof;
  4. All written pleadings, motions, and intermediate rulings;
  5. A description of matters officially noticed;
  6. If applicable, the decision of the hearing examiner;

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7. A tape recording or transcript of the oral argument before the Board; and
8. The decision of the Board.

*19 TAC 157.1073(d)*

DISRUPTION

It is a criminal offense for a person, with intent to prevent or disrupt a lawful meeting, to substantially obstruct or interfere with the ordinary conduct of a meeting by physical action or verbal utterance and thereby curtail the exercise of others' First Amendment rights. *Penal Code 42.05; Morehead v. State, 807 S.W. 2d 577 (Tex. Crim. App. 1991)*

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**Note:** See EHBAB for provisions concerning students with disabilities; see the FO series for provisions concerning student discipline; see FL for provisions concerning student records.

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## ATTACHMENT 3

Denton ISD Board Policy FNG (Local) Student Rights and Responsibilities  
Student and Parent Complaints/Grievances



STUDENT RIGHTS AND RESPONSIBILITIES  
STUDENT AND PARENT COMPLAINTS/GRIEVANCES

FNG  
(LOCAL)

COMPLAINTS

In this policy, the terms “complaint” and “grievance” shall have the same meaning.

OTHER COMPLAINT  
PROCESSES

Student or parent complaints shall be filed in accordance with this policy, except as required by the policies listed below. Some of these policies require appeals to be submitted in accordance with FNG after the relevant complaint process:

1. Complaints alleging discrimination or harassment based on race, color, gender, national origin, disability, or religion shall be submitted in accordance with FFH.
2. Complaints concerning dating violence shall be submitted in accordance with FFH.
3. Complaints concerning retaliation related to discrimination and harassment shall be submitted in accordance with FFH.
4. Complaints concerning bullying or retaliation related to bullying shall be submitted in accordance with FFI.
5. Complaints concerning failure to award credit or a final grade on the basis of attendance shall be submitted in accordance with FEC.
6. Complaints concerning expulsion shall be submitted in accordance with FOD and the Student Code of Conduct.
7. Complaints concerning any final decisions of the gifted and talented selection committee regarding selection for or exit from the gifted program shall be submitted in accordance with EHBB.
8. Complaints concerning identification, evaluation, or educational placement of a student with a disability within the scope of Section 504 shall be submitted in accordance with FB and the procedural safeguards handbook.
9. Complaints concerning identification, evaluation, educational placement, or discipline of a student with a disability within the scope of the Individuals with Disabilities Education Act shall be submitted in accordance with EHBAE, FOF, and the procedural safeguards handbook provided to parents of all students referred to special education.
10. Complaints concerning instructional resources shall be submitted in accordance with EF.
11. Complaints concerning a commissioned peace officer who is an employee of the District shall be submitted in accordance with CKE.

STUDENT RIGHTS AND RESPONSIBILITIES  
STUDENT AND PARENT COMPLAINTS/GRIEVANCES

FNG  
(LOCAL)

12. Complaints concerning intradistrict transfers or campus assignment shall be submitted in accordance with FDB.
13. Complaints concerning admission, placement, or services provided for a homeless student shall be submitted in accordance with FDC.

NOTICE TO STUDENTS AND PARENTS      The District shall inform students and parents of this policy through appropriate District publications.

GUIDING PRINCIPLES  
INFORMAL PROCESS      The Board encourages students and parents to discuss their concerns with the appropriate teacher, principal, or other campus administrator who has the authority to address the concerns. Concerns should be expressed as soon as possible to allow early resolution at the lowest possible administrative level.

Informal resolution shall be encouraged but shall not extend any deadlines in this policy, except by mutual written consent.

FORMAL PROCESS      A student or parent may initiate the formal process described below by timely filing a written complaint form.

Even after initiating the formal complaint process, students and parents are encouraged to seek informal resolution of their concerns. A student or parent whose concerns are resolved may withdraw a formal complaint at any time.

The process described in this policy shall not be construed to create new or additional rights beyond those granted by law or Board policy, nor to require a full evidentiary hearing or "mini-trial" at any level.

FREEDOM FROM RETALIATION      Neither the Board nor any District employee shall unlawfully retaliate against any student or parent for bringing a concern or complaint.

GENERAL PROVISIONS  
FILING      Complaint forms and appeal notices may be filed by hand-delivery, by electronic communication, including e-mail and fax, or by U.S. Mail. Hand-delivered filings shall be timely filed if received by the appropriate administrator or designee by the close of business on the deadline. Filings submitted by electronic communication shall be timely filed if they are received by the close of business on the deadline, as indicated by the date/time shown on the electronic communication. Mail filings shall be timely filed if they are post-marked by U.S. Mail on or before the deadline and received by the appropriate administrator or designated representative no more than three days after the deadline.

SCHEDULING CONFERENCES      The District shall make reasonable attempts to schedule conferences at a mutually agreeable time. If a student or parent fails to

STUDENT RIGHTS AND RESPONSIBILITIES  
STUDENT AND PARENT COMPLAINTS/GRIEVANCES

FNG  
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	<p>appear at a scheduled conference, the District may hold the conference and issue a decision in the student's or parent's absence.</p>
RESPONSE	<p>At Levels One and Two, "response" shall mean a written communication to the student or parent from the appropriate administrator. Responses may be hand-delivered, sent by electronic communication to the student's or parent's e-mail address of record, or sent by U.S. Mail to the student's or parent's mailing address of record. Mailed responses shall be timely if they are postmarked by U.S. Mail on or before the deadline.</p>
DAYS	<p>"Days" shall mean District business days. In calculating time lines under this policy, the day a document is filed is "day zero." The following business day is "day one."</p>
REPRESENTATIVE	<p>"Representative" shall mean any person who or organization that is designated by the student or parent to represent the student or parent in the complaint process. A student may be represented by an adult at any level of the complaint.</p> <p>The student or parent may designate a representative through written notice to the District at any level of this process. If the student or parent designates a representative with fewer than three days' notice to the District before a scheduled conference or hearing, the District may reschedule the conference or hearing to a later date, if desired, in order to include the District's counsel. The District may be represented by counsel at any level of the process.</p>
CONSOLIDATING COMPLAINTS	<p>Complaints arising out of an event or a series of related events shall be addressed in one complaint. A student or parent shall not file separate or serial complaints arising from any event or series of events that have been or could have been addressed in a previous complaint.</p>
UNTIMELY FILINGS	<p>All time limits shall be strictly followed unless modified by mutual written consent.</p> <p>If a complaint form or appeal notice is not timely filed, the complaint may be dismissed, on written notice to the student or parent, at any point during the complaint process. The student or parent may appeal the dismissal by seeking review in writing within ten days from the date of the written dismissal notice, starting at the level at which the complaint was dismissed. Such appeal shall be limited to the issue of timeliness.</p>
COSTS INCURRED	<p>Each party shall pay its own costs incurred in the course of the complaint.</p>

STUDENT RIGHTS AND RESPONSIBILITIES  
STUDENT AND PARENT COMPLAINTS/GRIEVANCES

FNG  
(LOCAL)

COMPLAINT AND  
APPEAL FORMS

Complaints and appeals under this policy shall be submitted in writing on the form at FNG(EXHIBIT) or in writing in narrative form providing the same information requested in FNG(EXHIBIT).

Copies of any documents that support the complaint should be attached to the complaint form. If the student or parent does not have copies of these documents, copies may be presented at the Level One conference. After the Level One conference, no new documents may be submitted by the student or parent unless the student or parent did not know, or with reasonable diligence could not have known, the documents existed before the Level One conference.

A complaint or appeal form that is incomplete in any material aspect may be dismissed but may be refiled with all the required information if the refiling is within the designated time for filing.

LEVEL ONE

Complaint forms must be filed:

1. 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; and
2. With the lowest level administrator who has the authority to remedy the alleged problem.

In most circumstances, students and parents shall file Level One complaints with the campus principal.

If the only administrator who has authority to remedy the alleged problem is the Superintendent or designee, the complaint may begin at Level Two following the procedure, including deadlines, for filing the complaint form at Level One.

If the complaint is not filed with the appropriate administrator, the receiving administrator must note the date and time the complaint form was received and immediately forward the complaint form to the appropriate administrator.

The appropriate administrator shall investigate as necessary and schedule a conference with the student or parent within ten days after receipt of the written complaint. The administrator may set reasonable time limits for the conference.

Absent extenuating circumstances, the administrator shall provide the student or parent a written response within ten days following the conference. The written response shall set forth the basis of the decision. In reaching a decision, the administrator may consider information provided at the Level One conference and any other relevant documents or information the administrator believes

STUDENT RIGHTS AND RESPONSIBILITIES  
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FNG  
(LOCAL)

will help resolve the complaint. All documents relied upon by the Level One administrator in reaching the Level One decision shall be provided to the student or parent along with the written decision.

LEVEL TWO

If the student or parent 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 conference with the Superintendent or designee to appeal the Level One decision.

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 One response or, if no response was received, within ten days of the Level One response deadline.

After receiving notice of the appeal, the Level One administrator shall prepare and forward a record of the Level One complaint to the Level Two administrator. The student or parent may request a copy of the Level One record.

The Level One record shall include:

1. The original complaint form and any attachments.
2. All other documents submitted by the student or parent at Level One.
3. The written response issued at Level One and any attachments.
4. All other documents relied upon by the Level One administrator in reaching the Level One decision.

The Superintendent or designee shall schedule a conference within ten days after the appeal notice is filed. The 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.

The Superintendent or designee shall provide the student or parent a written response within ten days following the conference. The written response shall set forth the basis of the decision. In reaching a decision, the Superintendent or designee may consider the Level One record, information provided at the Level Two conference, and any other relevant documents or information the Superintendent or designee believes will help resolve the complaint.

Recordings of the Level One and Level Two conferences, if any, shall be maintained with the Level One and Level Two records.

STUDENT RIGHTS AND RESPONSIBILITIES  
STUDENT AND PARENT COMPLAINTS/GRIEVANCES

FNG  
(LOCAL)

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 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 Superintendent or designee shall provide the Board the record of the Level Two appeal. The student or parent shall be provided with a copy of the Level Two record at least three days before the Level Three hearing.

The Level Two record shall include:

1. The Level One record.
2. The notice of appeal from Level One to Level Two.
3. The written response issued at Level Two and any attachments.
4. All other documents relied upon by the administration in reaching the Level Two decision.

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. [See BE]

The presiding officer may set reasonable time limits and guidelines for the presentation, including an opportunity for the student or parent and administration to each make a presentation and provide rebuttal and an opportunity for questioning by the Board. The Board shall hear the complaint and may request that the administration provide an explanation for the decisions at the preceding levels.

In addition to any other record of the Board meeting required by law, the Board shall prepare a separate record of the Level Three presentation. The Level Three presentation, including the presentation by the student or parent or the student's representative, any presentation from the administration, and questions from the Board with responses, shall be recorded by audio recording, video/audio recording, or court reporter.

STUDENT RIGHTS AND RESPONSIBILITIES  
STUDENT AND PARENT COMPLAINTS/GRIEVANCES

FNG  
(LOCAL)

The Board shall then consider the complaint. It may give notice of its decision orally or in writing at any time up to and including the next regularly scheduled Board meeting. If the Board does not make a decision regarding the complaint by the end of the next regularly scheduled meeting, the lack of a response by the Board upholds the administrative decision at Level Two.

ATTACHMENT 4

Denton ISD Board Policy FNG Exhibits A - C



EXHIBIT A

DENTON INDEPENDENT SCHOOL DISTRICT  
STUDENT/PARENT COMPLAINT FORM — LEVEL ONE

Any student or parent who wishes to file a complaint must fill out this form completely and turn it in to the principal of the campus where the student is enrolled. All complaints will be processed in accordance with policies FNG(LEGAL) and FNG(LOCAL). Please use additional sheets of paper as necessary to completely respond. Failure to give complete de-tails, including dates, will prevent those details from being considered in resolution of the grievance. Copies of any documents that support the complaint should be attached to the complaint form. If the student or parent does not have copies of these documents, they may be presented at the Level One conference. **After the Level One conference, new documents may only be submitted if the student or parent did not know and with reasonable diligence could not have known of the existence of the documents.**

1. Name (student's and parent's): \_\_\_\_\_  
\_\_\_\_\_
2. Campus: \_\_\_\_\_ Grade Classification: \_\_\_\_\_
3. Please state the first date of the event or series of events causing the complaint.  
\_\_\_\_\_
4. Please state your complaint, including the harm that you allege to have occurred.  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
5. Please state the remedy you are seeking.  
\_\_\_\_\_  
\_\_\_\_\_
6. Please state specific facts of which you are aware to support your complaint. List in detail and include dates when applicable:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

If hand-delivered, make two copies. Leave one with the administration and keep the other. If mailed, send certified with return receipt requested. DO NOT FAX.

7. Name and date of receipt by principal:  
\_\_\_\_\_

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**To Be Completed by an Administrator Only**

Signature of Grievant: \_\_\_\_\_

Date: \_\_\_\_\_

EXHIBIT B

DENTON INDEPENDENT SCHOOL DISTRICT  
STUDENT/PARENT COMPLAINT FORM  
NOTICE OF APPEAL — LEVEL TWO

This form must be filled out completely by a student or parent appealing a Level One complaint decision to Level Two in accordance with policies FNG(LEGAL) and FNG(LOCAL).

1. Name (student and parent): \_\_\_\_\_  
\_\_\_\_\_
2. Campus: \_\_\_\_\_ Grade Classification: \_\_\_\_\_
3. Name and position of administrator whose complaint decision you are appealing:  
\_\_\_\_\_
4. Are you appealing a decision at Level One? \_\_\_\_\_ If not, please complete a Level One form (EXHIBIT A) and attach to this Level Two form.
5. Date of complaint conference you are appealing: \_\_\_\_\_
6. How has the previous decision failed to fulfill the remedy sought in your complaint?  
\_\_\_\_\_  
\_\_\_\_\_
7. If you will be represented in pursuing your complaint, please identify that individual and/or organization.  
Name: \_\_\_\_\_ Phone No.: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_
8. The hearing officer will notify you, not your representative, of the hearing date.
9. Attach a COPY OF THE ORIGINAL COMPLAINT AND A COPY OF THE COMPLAINT DECISION being appealed to this Notice of Appeal. DELIVER ORIGINAL AND COPY TO LEVEL ONE HEARING OFFICER AND HAVE ADMINISTRATOR ACKNOWLEDGE RECEIPT OF BOTH AND RETAIN COPY FOR YOUR RECORDS. DO NOT FAX.

Signature of Grievant: \_\_\_\_\_

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***For Administrator Completion Only***

Administrator's name and date of receipt: \_\_\_\_\_

EXHIBIT C

DENTON INDEPENDENT SCHOOL DISTRICT  
STUDENT/PARENT COMPLAINT FORM  
NOTICE OF APPEAL — LEVEL THREE  
BOARD OF TRUSTEES OR BOARD'S DESIGNEE

This form must be filled out completely by a student or parent appealing a complaint decision from Level Two to Level Three in accordance with policies FNG(LEGAL) and (LOCAL).

1. Name (student's and parent's): \_\_\_\_\_  
\_\_\_\_\_
  2. Campus: \_\_\_\_\_ Grade Classification: \_\_\_\_\_
  3. Date of the Level Two conference you are appealing: \_\_\_\_\_
  4. Name of Level Two hearing officer: \_\_\_\_\_
  5. How has the previous decision failed to fulfill the remedy sought in your complaint?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
  6. If you will be represented in pursuing your complaint, please identify that individual and/or organization.  
Name: \_\_\_\_\_ Phone No.: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_
  7. The hearing officer will notify you, not your representative, of the hearing date.
  8. Attach a COPY OF THE ORIGINAL COMPLAINT, NOTICE OF APPEAL TO LEVEL TWO, AND A COPY OF EACH COMPLAINT DECISION being appealed to this Notice of Appeal. DELIVER ORIGINAL AND COPY TO LEVEL TWO HEARING OFFICER AND HAVE ADMINISTRATOR ACKNOWLEDGE RECEIPT OF BOTH AND RETAIN COPY FOR YOUR RECORDS. DO NOT FAX.
- Signature of Grievant: \_\_\_\_\_

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**For Administrator Completion Only**

Administrator's name and date of receipt: \_\_\_\_\_