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## Exhibit A — Student / Parent Complaint Form — Level One

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**Note:** Informal resolution is encouraged but does not extend any deadlines in FNG(LOCAL), except by mutual written consent. Please use this form to file a formal, initial complaint in accordance with FNG(LOCAL), regardless of the level of administrator or hearing that may be designated by the District to respond to the complaint.

This form is required to initiate any student and parent complaint, regardless of the level at which the complaint begins.

A complaint form that is incomplete in any material way may be refiled with the District upon completion if the refileing 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, documents may be presented no later than the Level One conference unless you did not know the documents existed before the Level One conference. Please keep a copy of the completed form and any supporting documentation for your records.

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Please fill out this form completely and submit it by hand delivery, electronic communication, or U.S. Mail to the appropriate administrator within the time established in FNG(LOCAL). All complaints will be heard in accordance with FNG(LEGAL) and (LOCAL) or any exceptions outlined therein.

A person filing a complaint regarding refusal of entry to or ejection from property under the District's control based on Education Code 37.105 will be permitted to address the Board in person within 90 calendar days of filing the initial complaint unless the complaint is resolved before reaching the Board. [See GKA]

*(Please print.)*

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone number: \_\_\_\_\_

Email address: \_\_\_\_\_

Campus: \_\_\_\_\_

If you will be represented in presenting your complaint, please identify the person representing you.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone number: \_\_\_\_\_

Email address: \_\_\_\_\_

Please describe the decision or circumstances causing your complaint. *(Give specific, factual details.)*

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

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Please explain how you have been harmed by this decision or circumstance.

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Please describe any efforts you have made to resolve your concerns and the responses to your efforts. Please include dates of communication and whom you communicated with regarding your concerns.

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

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Student's or parent's signature: \_\_\_\_\_

Signature of student's or parent's representative: \_\_\_\_\_

Date of filing: \_\_\_\_\_

## Exhibit B — Response to Level One Complaint

\_\_\_\_\_ (date)  
\_\_\_\_\_ (complainant's name)  
\_\_\_\_\_ (complainant's address)  
\_\_\_\_\_ (complainant's email)

Dear \_\_\_\_\_:

Having considered the complaint at our Level One conference on \_\_\_\_\_ (date), I have decided on the following response:

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**[Note: When preparing the letter, include only one of the following choices.]**

For the following reasons, I am unable to provide the remedy you seek:

\_\_\_\_\_  
\_\_\_\_\_

**OR**

I will take the following actions to grant the remedy you seek for your complaint:

\_\_\_\_\_  
\_\_\_\_\_

**OR**

Although I am unable to provide the full remedy you seek for your complaint, I will take the following actions to provide a partial remedy:

\_\_\_\_\_  
\_\_\_\_\_

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\_\_\_\_\_  
(signature of principal or other  
appropriate administrator)

**Complainant, please note:**

To appeal this response, you must file a written notice of appeal with the appropriate administrator within the time limits set in FNG(LOCAL). The necessary appeal forms are available at \_\_\_\_\_ during regular business hours.



### Exhibit C — Level Two Appeal Notice

To appeal a Level One decision, or the lack of a timely response after a Level One conference, please fill out this form completely and submit it by hand delivery, electronic communication, or U.S. Mail to the Superintendent or designee within the time established in FNG(LOCAL). Appeals will be heard in accordance with FNG(LEGAL) and (LOCAL) or any exceptions outlined therein.

A person filing a complaint regarding refusal of entry to or ejection from property under the District's control based on Education Code 37.105 will be permitted to address the Board in person within 90 calendar days of filing the initial complaint unless the complaint is resolved before reaching the Board. [See GKA]

*(Please print.)*

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone number: \_\_\_\_\_

Email address: \_\_\_\_\_

Campus: \_\_\_\_\_

If you will be represented in presenting your appeal, please identify the person representing you.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone number: \_\_\_\_\_

Email address: \_\_\_\_\_

Who held the Level One conference? \_\_\_\_\_

Date of conference: \_\_\_\_\_

Date you received a response to the Level One conference: \_\_\_\_\_

Please explain specifically how you disagree with the outcome at Level One.

\_\_\_\_\_  
\_\_\_\_\_

Student's or parent's signature: \_\_\_\_\_

Signature of student's or parent's representative: \_\_\_\_\_

Date of filing: \_\_\_\_\_

***Complainant, please note:***

If you are initiating a formal complaint with the District, please use the Exhibit A — Level One form. The appropriate level administrator or level hearing will be designated to respond to the complaint in accordance with this policy.

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



## Exhibit D — Response to Level Two Appeal

\_\_\_\_\_ (date)  
\_\_\_\_\_ (complainant's name)  
\_\_\_\_\_ (complainant's address)  
\_\_\_\_\_ (complainant's email)

Dear \_\_\_\_\_:

Having considered the Level Two appeal on \_\_\_\_\_ (date), I have decided on the following response:

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**[Note: When preparing the letter, include only one of the following choices.]**

I am unable to grant your appeal. I will uphold the decision made at Level One by \_\_\_\_\_ (name) and communicated to you in the Level One response.

**OR**

I wish to grant your appeal and have instructed \_\_\_\_\_ (name) to find a resolution in keeping with the remedy you seek.

**OR**

Although I am unable to fully grant your appeal, I have instructed \_\_\_\_\_ (name) to take the following actions as a partial remedy to your complaint:

\_\_\_\_\_  
\_\_\_\_\_

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\_\_\_\_\_, Superintendent (or designee)

**Complainant, please note:**

To appeal this response, you must file a written notice of appeal with the appropriate administrator within the time limits set in FNG(LOCAL). The necessary appeal forms are available at \_\_\_\_\_ during regular business hours.



### Exhibit E — Level Three Appeal Notice

To appeal a Level Two decision, or the lack of a timely response after a Level Two conference, please fill out this form completely and submit it by hand delivery, electronic communication, or U.S. Mail to the Superintendent or designee within the time established in FNG(LOCAL). Appeals will be heard in accordance with FNG(LEGAL) and (LOCAL) or any exceptions outlined therein.

A person filing a complaint regarding refusal of entry to or ejection from property under the District's control based on Education Code 37.105 will be permitted to address the Board in person within 90 calendar days of filing the initial complaint unless the complaint is resolved before reaching the Board. [See GKA]

*(Please print.)*

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone number: \_\_\_\_\_

Email address: \_\_\_\_\_

Campus: \_\_\_\_\_

If you will be represented in presenting your appeal, please identify the person representing you.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone number: \_\_\_\_\_

Email address: \_\_\_\_\_

Who held the Level Two conference? \_\_\_\_\_

Date of conference: \_\_\_\_\_

Date you received a response to the Level Two conference: \_\_\_\_\_

Please explain specifically how you disagree with the outcome at Level Two.

\_\_\_\_\_  
\_\_\_\_\_

STUDENT RIGHTS AND RESPONSIBILITIES  
STUDENT AND PARENT COMPLAINTS/GRIEVANCES

FNG  
(EXHIBIT)

Do you want the Board to hear this appeal in open session?

- No
- Yes

If yes, the Board will consider your request; however, you may not have a legal right under the Texas Open Meetings Act to require a meeting in open session.

Attach a copy of the Level Two response being appealed, if applicable.

Student's or parent's signature: \_\_\_\_\_

Signature of student's or parent's representative: \_\_\_\_\_

Date of filing: \_\_\_\_\_

### Exhibit F — Board’s Response to Level Three Appeal

\_\_\_\_\_ (date)  
\_\_\_\_\_ (complainant’s name)  
\_\_\_\_\_ (complainant’s address)  
\_\_\_\_\_ (complainant’s email)

Dear \_\_\_\_\_:

Having heard the presentation of your appeal at Level Three, the Board took the following action at its meeting on \_\_\_\_\_ (date):

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***[Note: When preparing the letter or announcing the decision at the Board meeting, include only one of the following choices.]***

We have denied the appeal and have upheld the decision made by the Superintendent (or designee) at Level Two.

**OR**

We have granted the appeal and have instructed the Superintendent to find a resolution in keeping with the remedy you seek.

**OR**

We have partially denied and partially granted the appeal and have instructed the Superintendent as follows:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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Sincerely,

\_\_\_\_\_, President of the Board of Trustees  
\_\_\_\_\_ School District