

***** To Be Inserted into Revised DOI Plan***

Parental Rights and Responsibilities - Procedures for Complaints

**Texas Education Code §26.011, Chapter 26A, Texas Education Code §§ 26A.001 – 26A.004
DGBA (LEGAL & LOCAL), FNG (LEGAL & LOCAL), and GF (LEGAL & LOCAL)**

Currently:

Manner in which Chapter 26A Inhibits District Goals/Resolutions

Current law in TEC Chapter 26A requires each school district to adopt a standardized complaint policy with several burdensome requirements, including extended timelines for filing and compressed timelines for holding conferences at each level. The law requires a policy allowing 60 calendar days for a parent to file a grievance from the date on which the parent or person knew or had reason to know of the facts giving rise to the grievance, unless the parent engaged in informal attempts to resolve the grievance, in which case the parent could have up to 90 calendar days to file a grievance. The law further requires that such complaints be heard within ten calendar days of the complaint being filed.

Moreover, in contradiction of existing law in the Texas Government Code, the recently adopted provisions in the Education Code would allow the person bringing the complaint to decide if it is heard in open or closed, rather than the person against whom the complaint is brought. Finally, parents and other grievants would be allowed to add issues and claims at any point during the grievance process, making it difficult to resolve concerns at the lowest possible level.

Innovation Strategy:

Proposed Innovation Plan

Levelland ISD has always and will continue to adhere to an established grievance policy with procedures and timelines outlined in local Board policy. Such policies ensure thorough documentation of each step in the grievance process and provide adequate time for complaints to be filed and for complaints to be heard. All records related to grievances; including submitted forms, communications, investigations, findings, resolutions, and any corrective actions; are systematically maintained at the district level to ensure transparency, accountability, and compliance with legal and policy standards. Levelland ISD is committed to monitoring the legality and appropriateness of every decision and action taken. The district is further committed to hearing, reviewing, and attempting to resolve all parent complaints as quickly and efficiently as possible, as well as to taking corrective action, where appropriate. It is imperative that grievances and complaints are filed in a timely manner to ensure the best prompt response. Levelland ISD's long-standing grievance policy will ensure that all such complaints are carefully reviewed and that district responses are in alignment with state and federal regulations, as well as all other local board policies. Levelland ISD seeks to be exempt from a statewide grievance policy, established under Chapter 26A of the Texas Education Code and will continue to follow established grievance procedures as outlined in district policy. This will allow the district to hear and consider parent and employee complaints in an orderly and responsive manner and to resolve those concerns as quickly as possible.

The exemption from Texas Education Code §26.011 is limited to the following language in Section 26.011(a) which requires the board of trustees to adopt a grievance procedure “that complies with Chapter 26A”. To effectuate the exemption discussed above for Texas Education Code §§ 26A.001 – 26A.004, the District should also be exempt from the language in Section 26.011(a): “that complies with Chapter 26A”. This exemption allows the District to maintain local control over its grievance policies, procedures, and process.