

# **COMPLAINT PROCEDURE**

## *Student or Parent Grievance*

All parties are encouraged to solve issues at the lowest level prior to filing a formal grievance. The process below is a formalized and much more serious step to helping resolve conflicts.

### **Level I**

The complaint shall be presented orally or in writing to the principal within ten (10) calendar days after the most recent incident upon which the complaint is based. Any witness or other evidence should be provided at this time. The administrator will conduct an investigation and render a written decision within ten (10) calendar days of the filing of the complaint.

### **Level II**

A complainant dissatisfied with the decision of the principal may appeal to the Superintendent of Schools by filing a written request to meet with the Superintendent.

The complaint should be mailed to:

***Dr. Mark Scott, Superintendent  
Houston County Board of Education  
Post Office Box 1850  
Perry, GA 31069-1850***

This request must be filed within ten (10) calendar days after the complainant receives the decision from the principal.

The Superintendent will render a written decision within ten (10) calendar days after the meeting.

### **Level III**

A complainant dissatisfied with the decision of the Superintendent may appeal to the Houston County Board of Education by filing a written request to the Office of the Superintendent. The appeal must be filed within ten (10) calendar days after the complainant receives the decision from the Superintendent. The Board of Education will act on the complaint at the next scheduled BOE meeting.