

Hamblen County Board of Education

Monitoring: Review: Annually, in April	Descriptor Term: Student Concerns, Complaints, and Grievances	Descriptor Code: 6.305	Issued Date: 04/25/13
		Rescinds: JAA	Issued: 05/11/98

STUDENT CONCERNS AND COMPLAINTS

Decisions made by school personnel — such as aides, teachers, or assistant principals — that students believe are unfair or in violation of pertinent policies of the Board or individual school rules may be appealed to the school principal or a designated representative. To appeal, students shall contact the principal's office in their school within two (2) days and provide their name, the issue, and the reason for their appeal on a printed form available at the school office. The appeal shall usually be decided confidentially and promptly, preferably within five (5) school days.

However, if the principal does not make a decision within five (5) school days following the date of complaint, students or parents may appeal at that time by contacting the director of schools/designee at the central office. The information provided should include the student's name, the school, and a description of the problem.

An investigation and decision shall be made within two (2) school days and communicated to the school principal and student by telephone. A written copy of the decision also shall be sent to the student and the principal.

DISCRIMINATION/HARASSMENT GRIEVANCE PROCEDURES

Filing a Complaint — Any student of this school district who wishes to file a discrimination/harassment grievance against another student or an employee of the district may file a written or oral (recorded, if possible) complaint with a complaint manager.¹ Students may also report an allegation of discrimination/harassment to any teacher or other adult employed in the school who shall inform a complaint manager of the allegation. The complaint should include the following information:

1. Identity of the alleged victim and person accused;
2. Location, date, time, and circumstances surrounding the alleged incident;
3. Description of what happened;
4. Identity of witnesses; and
5. Any other evidence available.

Investigation — Within twenty-four hours of receiving the student's complaint, the complaint manager shall notify the complaining student's parent/guardian and the principal, who shall inform the director of schools. The parent/guardian shall be given notice of the right to attend an interview of the student in a non-intimidating environment in order to elicit full disclosure of the student's allegations. This interview shall take place within five (5) days from the time the complaint was first made. If no parent/guardian attends the interview, another adult, mutually agreed upon by the student and the complaint manager, shall attend and may serve as the student's advocate. After a complete investigation, if the allegations are substantiated, immediate and appropriate corrective or disciplinary action shall be initiated. The complaint

1 and identity of the complainant shall not be disclosed except (1) as required by law or this policy; or
2 (2) as necessary to fully investigate the complaint; or (3) as authorized by the complainant. A school
3 representative shall meet with and advise the complainant regarding the finding, and whether corrective
4 measures and/or disciplinary action were taken. The investigation and response to the complainant shall
5 be completed within thirty (30) school days. Copies of the report shall be sent to the student, principal,
6 Federal Rights Coordinator, and the director of schools. One copy shall be kept in the complaint man-
7 ager's file for one (1) year beyond the student's eighteenth (18th) birthday. The director of schools shall
8 keep the Board informed of all complaints.
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10 *Decision and Appeal* — If the complainant is not in agreement with the findings of fact as reported by
11 the complaint manager, an appeal may be made to the director of schools within five (5) work days.
12 The director of schools shall review the investigation, make any corrective action deemed necessary and
13 provide a written response to the complainant. If the complainant is not in agreement with the director
14 of schools' findings of fact, appeal may be made to the Board of Education within five (5) work days.
15 The Board shall, within thirty (30) days from the date the appeal was received, review the investigation
16 and the actions of the director of schools and may support, amend, or overturn the actions based upon
17 review and report their decision in writing to the complainant.
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19 **APPOINTING COMPLAINT MANAGERS**

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21 The director of schools shall appoint at least two complaint managers, one of each gender for each
22 school. The Federal Rights Coordinator may serve as a complaint manager. The director of schools
23 shall insert into this policy the names, addresses and telephone numbers of current complaint managers.
24 *(see note)* This policy shall be published in the student handbook distributed annually to every student.
25 Building administrators are responsible for educating and training their respective staff and students as
26 to the definition and recognition of discrimination/harassment.
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31 *(Note: Title IX regulations require districts to identify the name, address and telephone number of the*
32 *person who is responsible for coordinating the district's compliance efforts. A policy should not be adopted*
33 *with a person's name in it; rather, the identifying information can be added and amended as necessary.)*
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41 Legal References:

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43 1. Title IX, Education Amendment of 1972,
44 20 U.S.C. §1681,et seq.

41 Cross References:

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43 Appeals To & Appearances Before the Board 1.404
44 Section 504 & ADA Grievance Procedures 1.802
45 Discrimination/Harassment of Students 6.304
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