

Greene County Board of Education

Monitoring: Review: Annually, in May	Descriptor Term: Student Concerns, Complaints, and Grievances	Descriptor Code: 6.305	Issued Date: 06/28/18
		Rescinds: 6.305	Issued: 06/22/17

1 STUDENT CONCERNS AND COMPLAINTS

2 Student complaints and grievances shall first be made to the teacher, then to the principal. If not resolved,
3 the matter may then be appealed to the appropriate supervisor, the director of schools and ultimately to
4 the Board.

5 Complaints or grievances made to the Board shall be submitted to the director of schools in writing at
6 least five (5) days prior to the Board meeting and may include a request to be heard and/or a waiver of
7 the time requirement may be granted.

8 The right to petition or to free expression either written or verbally on the part of one or more students
9 shall not interfere with the right of other students to express themselves or to participate in the
10 educational process. The use or threat of use of force or violence, or demonstrations or strikes which
11 interfere with the operation of the school or classroom is prohibited.

12 DISCRIMINATION/HARASSMENT GRIEVANCE PROCEDURES

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

- 18 Identity of the alleged victim and person accused;
- 19 Location, date, time and circumstances surrounding the alleged incident;
- 20 Description of what happened;
- 21 Identity of witnesses; and
- 22 Any other evidence available.

23 *Investigation* — Within twenty-four hours of receiving the student's complaint, the complaint manager
24 shall notify the complaining student's parent/guardian and the principal who shall inform the director of
25 schools. The parent/guardian shall be given notice of the right to attend an interview of the student in a
26 non-intimidating environment in order to elicit full disclosure of the student's allegations. This interview

1 shall take place within five (5) days from the time the complaint was first made. If no parent/guardian
 2 attends the interview, another adult, mutually agreed upon by the student and the complaint manager,
 3 shall attend and may serve as the student's advocate. After a complete investigation, if the allegations
 4 are substantiated, immediate and appropriate corrective or disciplinary action shall be initiated. The
 5 complaint and identity of the complainant will not be disclosed except (1) as required by law or this
 6 policy; or (2) as necessary to fully investigate the complaint; or (3) as authorized by the complainant. A
 7 school representative will meet with and advise the complainant regarding the findings, and whether
 8 corrective measures and/or disciplinary action were taken. The investigation and response to the
 9 complainant will be completed within thirty (30) school days. Copies of the report will be sent to the
 10 student, principal, Federal Rights Coordinator and the director of schools. One copy shall be kept in the
 11 complaint manager's file for one (1) year beyond the student's eighteenth (18th) birthday. The director
 12 of schools shall keep the Board informed of all complaints.

13 *Decision and Appeal* — If the complainant is not in agreement with the findings of fact as reported by
 14 the complaint manager, an appeal may be made, within five (5) work days to the director of schools. The
 15 director of schools will review the investigation, make any corrective action deemed necessary and
 16 provide a written response to the complainant. If the complainant is not in agreement with the director
 17 of schools' findings of fact, appeal may be made to the Board of Education within five (5) work days.
 18 The Board shall, within thirty (30) days from the date the appeal was received, review the investigation
 19 and the actions of the director of schools and may support, amend or overturn the actions based upon
 20 review and report their decision in writing to the complainant.

21 **APPOINTING COMPLAINT MANAGERS**

22 The director of schools shall appoint at least two complaint managers, one of each gender for each school.
 23 The Federal Rights Coordinator may serve as a complaint manager. The director of schools shall insert
 24 into this policy the names, addresses and telephone numbers of current complaint managers. (*see note*)

25 This policy shall be published in the parent/student handbook distributed annually to every student.
 26 Building administrators are responsible for educating and training their respective staff and students as
 27 to the definition and recognition of discrimination/harassment.

28 Complaint Managers:

29	Assistant Director of Schools	K-8 Supervisor
30	Greene County Schools	Greene County Schools
31	910 W. Summer Street	910 W. Summer Street
32	Greeneville, TN 37743	Greeneville, TN 37743
33	423/639-4194	423/639-4194

Legal References

1. Title IX, Education Amendment of 1972, 20 U.S.C. §1681, et seq; 34 C.F.R. Part 106

Cross References

- Appeals To and Appearances Before the Board 1.404
Basic Program 4.201
Section 504 and ADA Grievance Procedures 1.802
Student Discrimination, Harassment, Bullying, Cyber-bullying and Intimidation 6.304