

Hardin County Board of Education

Monitoring: Review: Annually, in September	Descriptor Term: Student Concerns, Complaints and Grievances	Descriptor Code: 6.305	Issued Date: 09/18/17
		Rescinds: 6.305	Issued: 04/11/16

1 STUDENT CONCERNS AND COMPLAINTS

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

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

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

15 DISCRIMINATION/HARASSMENT GRIEVANCE PROCEDURES

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

21 Identify of the alleged victim and person accused;

22 Location, date, time and circumstances surrounding the alleged incident;

23 Description of what happened;

24 Identity of witnesses; and

25 Any other evidence available

26 Investigation - Within twenty-four hours of receiving the student’s or parent’s complaint, the
27 complaint manager shall notify the complaining student’s parent/guardian and the principal who shall
28 inform the director of schools. The parent/guardian shall be given notice of the right to attend an

1 interview of the student in a non-intimidating environment in order to elicit full disclosure of the
2 student's allegations. This interview shall take place within five (5) days from the time the complaint
3 was first made. If no parent/guardian attends the interview, another adult, mutually agreed upon by the
4 student and complaint manager shall attend and may serve as the student's advocate. After a complete
5 investigation, if the allegations are substantiated, immediate and appropriate corrective or disciplinary
6 action shall be initiated.

7 The complaint and identity of the complainant will not be disclosed except (1) as required by law of
8 this policy: or (2) as necessary to fully investigate the complaint: or (3) as authorized by the
9 complainant. A school representative will meet with and advise the complainant regarding the findings
10 and whether corrective measures and/or disciplinary action were taken. The investigation and response
11 to the complainant will be completed within thirty (30) school days. Copies of the response will be sent
12 to the student, principal and the director of schools. One copy shall be kept in the complaint manager's
13 file for one (1) year beyond the student's eighteenth (18th) birthday. The director of schools shall keep
14 the Board informed of all complaints.

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

23 **APPOINTING COMPLAINT MANAGERS**

24 The director of schools shall appoint at least two complaint managers, one of each gender. The director
25 of schools shall insert into this policy the names, addresses and telephone numbers of current
26 complaint managers. (see note)

27 This policy shall be published in the parent/student handbook distributed annually to every student.

28 Building administrators are responsible for education and training their respective staff and students as
29 to the definition and recognition of discrimination/harassment.

30 Jennifer Copeland

Ryan Miller

31 Hardin County Board of Education

Hardin County Board of Education

32 155 Guinn St.

155 Guinn St.

33 Savannah, TN 38372

Savannah, TN 38372

34 (731)925-3943

(731)925-3943

35 **(Note:** Title IX regulations require districts to identify the name, address and telephone number of the
36 person who is responsible for coordinating the district's compliance efforts. A policy should not be

- 1 adopted with a person's name in it; rather, the identifying information can be added and amended as
- 2 necessary.

Cross References

Appeals To & Appearances Before the Board 1.404
Basic Program 4.201
Discrimination/Harassment of Students 6.304