

Obion County Board of Education

Monitoring: Review: Annually, in April	Descriptor Term: Student Concerns, Complaints and Grievances	Descriptor Code: 6.305	Issued Date: 03/01/04
		Rescinds:	Issued:

1 STUDENT CONCERNS AND COMPLAINTS

2 Decisions made by school personnel — such as aides, teachers, or assistant principals — which stu-
3 dents believe are unfair or in violation of pertinent policies of the Board or individual school rules may
4 be appealed to the school principal or a designated representative. To appeal, students will contact the
5 principal's office in their school and provide their name, the issue and the reason for their appeal on a
6 printed form available at the school office within two days. The appeal will usually be decided confi-
7 dentially and promptly, preferably within ten (10) school days.

8 However, if the principal does not make a decision within ten (10) 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 school
13 principal and student by telephone. A written copy of the decision also will be sent to the student and
14 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.¹ Students may also report an allegation of discrimination/
19 harassment to any teacher or other adult employed in the school who shall inform a complaint manager
20 of the allegation. The complaint should include the following information:

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

26
27 Investigation — Within twenty-four hours of receiving the student's complaint, the complaint manager
28 shall notify the complaining student's parent/guardian and the principal who shall inform the director
29 of schools. The parent/guardian shall be given notice of the right to attend an interview of the student
30 in a non-intimidating environment in order to elicit full disclosure of the student's allegations. This
31 interview shall take place within five (5) days from the time the complaint was first made. If no
32 parent/guardian attends the interview, another adult, mutually agreed upon by the student and the

1 complaint manager, shall attend and may serve as the student's advocate. After a complete investigation,
 2 if the allegations are substantiated, immediate and appropriate corrective or disciplinary action shall be
 3 initiated. The complaint and identity of the complainant will not be disclosed except (1) as required
 4 by law or this policy; or (2) as necessary to fully investigate the complaint; or (3) as authorized by
 5 the complainant. A school representative will meet with and advise the complainant regarding the
 6 findings, and whether corrective measures and/or disciplinary action were taken. The investigation and
 7 response to the complainant will be completed within thirty (30) school days. Copies of the report
 8 will be sent to the student, principal, Federal Rights Coordinator and the director of schools. One
 9 copy shall be kept in the complaint manager's file for one (1) year beyond the student's eighteenth
 10 (18th) birthday. The director of schools shall keep the Board informed of all complaints.

11
 12 *Decision and Appeal* — If the complainant is not in agreement with the findings of fact as reported
 13 by the complaint manager, an appeal may be made, within five (5) work days to the director of
 14 schools. The director of schools will review the investigation, make any corrective action deemed
 15 necessary and provide a written response to the complainant. If the complainant is not in agreement
 16 with the director of schools' findings of fact, appeal may be made to the Board of Education within
 17 five (5) work days. The Board shall, within thirty (30) days from the date the appeal was received,
 18 review the investigation and the actions of the director of schools and may support, amend or overturn
 19 the actions based upon review and report their decision in writing to the complainant.

20
 21 **APPOINTING COMPLAINT MANAGERS**

22
 23 The director of schools shall appoint at least two complaint managers, one of each gender for each
 24 school. The Federal Rights Coordinator may serve as a complaint manager. The director of schools
 25 shall insert into this policy the names, addresses and telephone numbers of current complaint
 26 managers. All complaints should be addressed to:

27			
28	Assistant Superintendent of Schools	or	Secondary Supervisor of Instruction
29	1700 North 5 th Street		1700 North 5 th Street
30	Union City, TN 38261		Union City, TN 38261
31	(731) 885-9743		(731) 885-9743
32			

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

Legal References

- 1. Title IX, Education Amendment of 1972

Cross References

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