

## 5710 PUPIL GRIEVANCE

Each school shall establish procedures for the consideration of pupil problems and for the processing of their complaints and appeals. These procedures should be developed through the cooperative efforts of pupils, faculty, and administrators. The Superintendent or designee shall establish and maintain procedures for appeals beyond the decision of the Principal. Details of those procedures should be made known to pupils and staff, and pupils who wish to use them should be assured of access to the appropriate personnel within a reasonable period of time.

### Pupil Grievance Procedure

The Board of Education recognizes the right of a pupil or parent(s) or legal guardian(s) to present a complaint or grievance. The following procedures should be followed to protect the complainant's due process rights.

1. The pupil shall express his/her complaint to his/her teacher or guidance counselor. Every effort will be made to resolve the issue;
2. If the complaint or grievance is not resolved by the teacher or counselor, the pupil is permitted to express his/her grievance to the school Principal or, if appropriate, the Department Supervisor, or someone designated by him/her;
3. Should the pupil not be satisfied, the grievance may be submitted to the Superintendent or designee; and
4. If the grievance is not resolved by the Superintendent or designee, the pupil may present his/her grievance to the Board of Education. (The pupil at each stage of discussion shall be given the opportunity to be heard personally by the school authorities.)

At each step beyond the first, the school personnel hearing the complaint shall invite a pupil's parent(s) or legal guardian(s) to attend the meeting. If a pupil is eighteen years of age or older, a parent(s) or legal guardian(s) may be invited with the consent of the pupil.

When appropriate, the 504 Coordinator and/or the Affirmative Action Officer shall be included.

Each phase of the grievance procedure must involve a timely filing (except the Board) and adjudication period (e.g., ten days for each step).

All who are involved with a pupil grievance are to respect the right of the pupil(s) to have his/her grievance heard.

Adopted: 7 December 2009

