

PROCEDURE

Queen Anne's County Public Schools

Policy Number:

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POLICY TITLE: Student or Parent/Guardian Grievance Process		
ADOPTION/EFFECTIVE DATE: 1/4/2017	MOST RECENTLY AMENDED:	MOST RECENTLY REAFFIRMED:
POLICY/PROCEDURE MANUAL SUMMARY CATEGORY:		

Complaint Procedures

Each school will accept and consider responsible individual and group complaints. A complaint is a claim that there has been a violation or misapplication of a written provision of school policy, regulation, or law. If formal legal advice is deemed necessary by either party or if the case alleges a violation of law that may lead to litigation, the complaint will proceed immediately to the Superintendent.

Informal Levels of Complaints

A student or parent/guardian with a complaint will first discuss the problem with the person who made the decision which is alleged to be in error.

If the student or parent/guardian is not satisfied, or does not receive a decision within ten school days, a conference should be arranged between the student and/or the parent(s) (or legal guardian) and the principal or principal's designee. The conference shall take place within ten school days.

If the student or parent/guardian is dissatisfied with the decision rendered at the informal level, the person may file a formal written complaint to the principal.

Neither the Board, nor any member of the administration or faculty, will make reprisals affecting any party by reason of participation in the complaint procedure.

Making a Formal Complaint

1. Put your complaint in writing. Before a problem can be solved, it must be expressed in words so that it can be understood.
2. If you feel you have exhausted all other avenues open to you without finding a satisfactory solution, file your written complaint with the school's principal.

Level I

If the student or parent/guardian is dissatisfied with the decision reached at the informal level of the complaint procedure, the student or parent/guardian will, within ten school days of the decision, file a formal written complaint to the principal, indicating the specific regulation, policy, or law violated. The principal, upon receipt, will meet with the student or parent/guardian, and render a written report, including specific recommendations, within ten school days.

Level II

If the student or parent/guardian is not satisfied with the decision rendered at Level I, or if the decision is not rendered within ten school days, the student or parent/guardian will refer the complaint to the Assistant Superintendent within ten school days. Such complaints and appropriate records will be forwarded through the principal's office. The Assistant Superintendent will render a decision in writing within ten school days.

Level III

If the student or parent/guardian is not satisfied with the decision rendered at Level II, or if no decision is rendered within ten school days, the person will refer the complaint to the Superintendent within ten school days. The Assistant Superintendent will forward all complaints and appropriate records to the Superintendent. The Superintendent will, within 10 school days, render a written decision.

Level IV

If the student or parent/guardian is dissatisfied with the decision rendered at Level IV, or if no decision is rendered within 15 school days, the person will refer the complaint to the Board within 30 calendar days.

Approval Acknowledged By:

Mr. Gregory Pilewski, Secretary and Treasurer
Board of Education of Queen Anne's County