

STUDENT/PARENT COMPLAINT FORM: LEVEL ONE GRIEVANCE

Note: Informal resolution is encouraged, but does not extend any deadlines in FNG(LOCAL), except by mutual written consent.

A person filing a complaint regarding refusal of entry to or ejection from property under the District's control based on Education Code 37.105 will be permitted to address the Board in person within 90 days of filing the initial complaint, unless the complaint is resolved before reaching the Board. [See GKA.]

All complaints will be heard in accordance with Prosper ISD Board Policies FNG(LEGAL) and (LOCAL) unless expressly excluded by those policies. Additional pages may be added to this form as needed. To file a formal complaint, please fill out this form completely and submit it within fifteen (15) days of the date the individual first knew, or with reasonable diligence should have known, of the decision or action giving rise to the complaint or grievance to the Prosper ISD Office of Administrative Services as follows:

- Scan and e-mail the form to grievances@prosper-isd.net;
- Submit the form in person to the Prosper ISD Administration Building, 605 E. 7th St., Prosper, TX 75078;
- Mail the form to the Prosper ISD, Attn: Office of Administrative Services, 605 E. 7th St., Prosper, TX 75078; or
- Fax the form to (972) 346-9247.

1. Name: _____

Address _____

Telephone number: _____ Email: _____

Campus where student is enrolled: _____

2. If you will be represented in presenting your complaint, please identify the person representing you:

Name: _____ Title: _____

Address: _____

Telephone number: _____ Email: _____

Representation will be by telephone conference call.

Please note: You must designate a representative who will be participating in person or by telephone with an advance notice of at least three days, or the District may reschedule the conference or hearing to a later date.

3. Please state the date of the decision or circumstances giving rise to your complaint: _____

4. Please describe the decision or circumstances causing your complaint, providing specific factual details.

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5. Please explain how you have been harmed by this decision or circumstance.

6. Please describe any efforts you have made to resolve your concerns and the responses to your efforts. Please include dates of communication and with whom you communicated regarding your concerns.

Student's or Parent's Signature: _____

Student or Parent Representative's Signature: _____

Date complaint filed: _____

Complainant, please note:

If you are initiating a formal complaint with the District, please use this Level One form. The appropriate level administrator or level hearing will be designated to respond to the complaint in accordance with Board policy.

A complaint form that is incomplete in any material way may be dismissed, but may be re-filed with all the required information if the re-filing is within the designated time for filing a complaint.

Attach to this form any documents you believe will support the complaint; if unavailable when you submit this form, they may be presented no later than the Level One conference. Please keep a copy of the completed form and any supporting documentation for your records.