



# JACKSONVILLE INDEPENDENT SCHOOL DISTRICT

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P.O. Box 631

Jacksonville, Texas 75766

## **GRIEVANCE / COMPLAINT PROCEDURE**

If you have a complaint against the School District or a District employee, the following procedures are to be used in most cases. Some cases will have specific exceptions to these procedures. These exceptions will be explained to you at the time you lodge your complaint, if they apply.

**STEP ONE:** If the complaint is against a teacher or concerns something that occurred in a teacher's classroom, the first step is to call the school and request a conference with the teacher. If following the conference you wish to go forward with your complaint, you may proceed to Level One.

**LEVEL ONE:** Within fifteen (15) days of notification of the event causing the complaint, you should request a conference with the principal in writing.

The principal or supervisor shall schedule and hold the conference within ten (10) days after the receipt of the written request. The principal or supervisor shall have ten (10) days following the conference within which to respond.

**LEVEL TWO:** If the outcome of the conference at Level One is not satisfactory or if the time for the response has expired, you may request a conference with the Superintendent or designee to discuss the grievance. The request shall be in writing on a form provided by the District. The form must be filed within ten (10) days after receipt of a response from Level One or, if no response was received, within ten (10) days of the response deadline of Level One.

The Superintendent or designee shall hold the conference within ten (10) days after the receipt of the written request. The Superintendent or designee shall have ten (10) days following the conference within which to respond.

**LEVEL THREE:** If the outcome of the conference at Level Two is not satisfactory or if the time for the response has expired, you may submit to the Superintendent or designee a request to place the matter on the agenda of a future Board meeting. The request shall be in writing on a form provided by the District and must be filed within ten (10) days following receipt of the response of Level Two or, if no response is received, within ten (10) days of the response deadline of Level Two.