

# ANNA INDEPENDENT SCHOOL DISTRICT

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501 S. Sherley

Anna, Texas 75409

## COMPLAINT PROCEDURE

If you have a complaint against the school or one of its employees, the following procedures are to be used in most cases. In some cases there are 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 district business 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 days after the receipt of the written request. The principal or supervisor shall have ten 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 a 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 days after receipt of a response from level one or, if no response was received, within ten days of the response deadline of level one.

The Superintendent or designee shall hold the conference within ten days after the receipt of the written request. The Superintendent or designee shall have ten 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 days following receipt of the response of level two or, if no response is received, within ten days of the response deadline of level two.

## ANNA I.S.D. COMPLAINT FORM

A person who wishes to file a complaint must fill out this form completely and turn it in to the appropriate person:

Level One:           Principal or Appropriate supervisor  
Level Two:           Superintendent  
Level Three:         Superintendent for consideration by the Board

All complaints will be processed in accordance with the appropriate Legal or Local School Board Policy or any exceptions outlined therein.

Incomplete forms and/or expiration of time limitations can be cause for dismissal of complaints.

1. Name: \_\_\_\_\_

2. Address: \_\_\_\_\_

3. Relationship to District (Parent, Community Member, etc.): \_\_\_\_\_

4. Please state date of the event or series of events causing the complaint:

5. Please state your complaint including the individual harm alleged and the remedy sought. Attach additional sheet if necessary.

6. Please state specific facts of which you are aware to support your complaint (list in detail). Attach additional sheet if necessary.

\_\_\_\_\_  
Signature of Complainant

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Principal – Level One

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Superintendent – Level Two

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Superintendent – Level Three

\_\_\_\_\_  
Date