

## STUDENT PERSONNEL

### Series 500

#### POLICY TITLE STUDENT COMPLAINTS AND GRIEVANCES

No. 502.4

Creating an environment where students feel comfortable addressing their concerns in a meaningful manner is vital to the learning process. It is the goal of the board to resolve student complaints at the lowest organizational level.

Student complaints and grievances regarding Board policy, administrative regulations, or other matters should first be addressed to the student's teacher or another licensed employee, other than the administration, for resolution of the complaint. If the complaint cannot be resolved by a student's teacher or other licensed employee, the student may discuss the matter with the principal within ten (10) calendar days of the teacher's or other licensed employee's decision. If the matter is not resolved by the principal, the student may discuss it with the Superintendent within ten (10) calendar days after speaking with the principal.

If the matter is not satisfactorily resolved with the Superintendent, the student may ask to have the matter placed on the Board agenda of a regularly scheduled Board meeting in compliance with Board Policy. The Board retains discretion as to whether to consider or take action on any complaint.

If there is another more specific complaint, appeal or hearing procedure related to a matter, the complaint or concern shall be brought under such procedure rather than pursuant to this policy. For example, Board policy and regulation 503.1 provides for hearings and procedures for suspensions and expulsions and Board policy and regulation 503.3 outline specific appeal procedures for Good Conduct Rule violations.

Legal Reference: Iowa Code § 279.8.

Cross Reference: 210.8 Board Meeting Agenda  
213 Public Participation in Board Meetings  
502 Student Rights and Responsibilities  
504.3 Student Publications

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