5.81\*

Whenever a student feels that he/she has a complaint, every effort is to be made to arrive at a satisfactory resolution of the problem on an informal basis. When this cannot be done, students can resort to the more formal procedures as provided herein.

## (1) Definitions:

- (a) "Complaint" shall mean any dispute or disagreement involving the interpretation or application of any existing Board rule or practice.
- (b) "Complainant" shall mean any student, or group of students, directly affected by the alleged misinterpretation or violation, filing a complaint.
- (2) Time Limits The number of days indicated at each level is to be considered the maximum. Time limits may be extended by mutual agreement between the parties.

## (3) Complaint Procedure:

- (a) Informal discussion A student believes there is a basis for complaint, he or she shall discuss the complaint with his or her teacher, guidance counselor, assistant principal or principal (except in cases of discrimination or harassment allegations involving the supervisor, in which case they shall report to the Equity coordinator) within five (5) days of the occurrence of the alleged violation except in cases involving harassment or discrimination in which sixty (60) days will be allowed.
- (b) Level one If the student is not satisfied with the informal resolution he or she may, within ten (10) days, file a formal complaint on the proper form and deliver it to his or her teacher, guidance counselor, assistant principal or principal. This individual shall communicate his or her answer in writing to the student within ten (10) days after receipt of the complaint.
- (c) Level two If the student is not satisfied with the resolution at level one he or she may, within ten (10) days of the answer, file a copy of the complaint with the Superintendent. Within ten (10) days of receipt of the complaint the Superintendent shall indicate his or her disposition in writing to the complainant.

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- (d) Board appeal If the student is not satisfied with the resolution by the Superintendent, he or she shall have the right to appeal the Superintendent's decision to the School Board; provided request for placement on Board agenda is filed within ten (10) days.
- (5) Confidentiality and protection from retaliation will be provided to the extent possible to any student, who alleges discrimination or harassment.

**STATUTORY AUTHORITY**: 1001.41; 1012.22; 1012.23, F.S.

<u>LAWS IMPLEMENTED</u>: 447.401; 1001.43; 1001.49; 1012.22, 1012.27, F.S.

HISTORY: ADOPTED:

REVISION DATE(S): 01/10/05 (EDITORIAL)

FORMERLY: 3.114, 4.122