

STUDENT OR PARENT COMPLAINTS AND CONCERNS

IDEA values the opinions of its students and parents, and the public it serves. Parents and students have the right to express their views through appropriate informal and formal processes. The purpose of this grievance policy is to resolve conflicts in an efficient, expeditious, and just manner.

The Board of Directors encourages parents to discuss their concerns and complaints through informal meetings with the Principal. Concerns and complaints should be expressed as soon as possible to allow early resolution at the lowest possible administrative level. If an informal resolution is not reached, student and/or parent complaints shall be submitted in writing on a form provided by IDEA. Copies of documents that support the complaint shall be attached to the complaint form or presented at the Level One conference. After the Level One conference, no new documents may be submitted unless their existence was unknown to the complainant before the Level One conference. A complaint that is incomplete may be dismissed.

Neither the Board of Directors nor any IDEA employee shall unlawfully retaliate against a parent or student for voicing a concern or complaint.

For purposes of this policy, “days” shall mean calendar days and announcement of a decision in the student’s or parent’s presence shall constitute communication of the decision.

Informal Conferences

A parent or student may request an informal conference with the Principal, teacher, or other campus administrator within seven school days of the time the parent or student knew or should have known of the event(s) giving rise to the complaint. If the person is not satisfied with the results of the informal conference, he or she may submit a written grievance form to the Principal. Grievance forms may be obtained from the Principal’s office.

Formal Grievance Process

The formal grievance process provides all persons with an opportunity to be heard up to the highest level of management if they are dissatisfied with an administrative response. Once all administrative procedures are exhausted, a person can bring concerns or complaints to the Board of Directors, as outlined below.

A grievance must specify the harm alleged by the parent and/or student, and the remedy sought. A parent or student should not submit separate or serial grievances regarding the same event or action. Multiple grievances may be consolidated at the school’s discretion. All time limits shall be strictly complied with; however, if an administrator determines that additional time is needed to complete a thorough investigation of the complaint and/or to issue a response, the administrator shall inform the parent or student in writing of the need to extend the response time and provide a specific date by which the response will be issued. Costs of any grievance shall be paid by the grievant.

Level One

A parent or student shall submit a written Level One Grievance Form to the Principal or designee within the later of (1) seven days from the time the event(s) causing the complaint were or should have been known, or (2) within five days following an informal conference with the Principal. IDEA reserves the right to require the grievant to begin the grievance process at Level Two.

The Principal or designee will meet with the complaining parent or student within seven days of receipt of the complaint. Following the conference, the Principal or designee shall have seven days to respond in writing.

Note: A complaint against the Superintendent shall begin at Level Three.

Level Two

If the student or parent is not satisfied with the Level One decision, or if no decision is provided, the student or parent may appeal the Level One decision to the Superintendent or designee by filing written notice on a form provided by the school. The request must be filed within seven days of the Level One decision or the response deadline if no decision is made. The appeal must include a signed statement of the complaint, any evidence supporting the complaint, and a copy of the written complaint to the Principal and a copy of the Level One Decision, if issued. The appeal shall not include any new issues or complaints unrelated to the original complaint. The Executive Director or designee will hold a conference within seven days of the appeal. The Superintendent or designee shall have seven days following the conference to respond.

Level Three

If the student or parent is not satisfied with the Level Two decision, or if no timely decision is provided, the student or parent may submit to the Superintendent or designee in writing a request for a hearing before the IDEA Public Schools Louisiana Board of Directors. The request must be filed within seven days of the Level Three decision or the response deadline if no decision is made. The student or parent shall be informed of the date, time, and place of the hearing.

The Board of Directors shall hear the student or parent complaint, and may set a reasonable time limit for presenting the complaint. Only written documentation and issues previously submitted and presented by the student or parent and IDEA will be considered. An audiotape recording of the hearing may be made.

The Board of Directors shall communicate its decision, if any, orally or in writing before or during the next regularly scheduled Board meeting. If no decision is made by the end of the next regularly scheduled Board meeting, the Level Two decision shall be upheld. The Board may not delegate its authority to issue a decision, and any decision by the Board of Directors is final and may not be appealed.

If the complaint involves concerns or charges regarding a student or IDEA employee, it shall be heard by the Superintendent in closed meeting unless the employee to whom the complaint pertains requests that it be heard in public.

Additional Complaint Procedures

This parent and student complaint process does not apply to all complaints:

1. Complaints alleging discrimination or harassment based on race, color, gender, national origin, disability, religion, or any other characteristic protected by law shall be submitted as described in “Freedom from Discrimination, Harassment, and Retaliation,” page 28 of this Handbook.
2. Complaints concerning retaliation related to discrimination and harassment shall be submitted as described in “Reporting Procedures,” page 30 of this handbook.

3. Complaints concerning bullying or retaliation related to bullying shall be submitted as described in “Freedom from Bullying and Cyber-Bullying,” page 36 of this Handbook.
4. For complaints concerning loss of credit on the basis of attendance.
5. For complaints concerning disciplinary long-term suspensions and/or expulsions.
6. Complaints concerning the identification, evaluation, or educational placement of a student with a disability within the scope of Section 504 shall be submitted as described in “Student or Parent Complaints and Concerns” above, except that the deadline for filing an initial Level One grievance shall be 30 calendar days and the procedural safeguards handbook.
7. Complaints concerning the identification, evaluation, educational placement, or discipline of a student with a disability within the scope of the Individuals with Disabilities Education Act shall be submitted in accordance with applicable Board policy and the procedural safeguards provided to parents of all students referred to special education.
8. Complaints regarding the Free and Reduced-Price Meal Program. In accordance with federal law and U.S. Department of Agriculture policy, the school is prohibited from discriminating on the basis of race, color, religious creed, sex, political beliefs, age, disability, national origin, or limited English proficiency. (Not all bases apply to all programs.) Reprisal is prohibited based on prior civil rights activity. If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, which is available online at the following website: http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter by mail to U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usada.gov. Individuals who are deaf, hard of hearing, or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339, or (800) 845-6136 (Spanish). USDA is an equal opportunity provider and employer.