



## **POLICY 2007 COMPLAINTS**

In the interest of handling all complaints fairly and expeditiously, the Board has established the following policy:

- I. When a complaint is made directly to the Board as a whole or to an individual Board member, the individual or group involved will be advised to take the concern to the appropriate school staff member: a teacher, supervisor, principal, Director of Elementary or Secondary Education, or the Superintendent.
- II. The individual or group will be advised of the proper channeling of complaints as follows:
  - A. Supervisor or teacher
  - B. Building administrator
  - C. Director of Elementary or Secondary Education
  - D. Superintendent
  - E. Board of Education

Complaints will be channeled to the proper individual within this framework. Problems and questions concerning individual schools should be directed to the principal of the school. Problems and questions concerning the school system as a whole should be directed to the Superintendent.

- III. The procedure to be followed:

- A. Step One

A complaint will first be discussed by the complainant and the person(s) against whom the complaint is registered with the object of resolving the matter informally. If the complaint cannot be resolved at this level, the individual against whom the complaint is lodged will be given the opportunity to be involved at each subsequent step.

- B. Step Two

If the complaint is not satisfactorily resolved in Step One, the complainant will submit his/her complaint in writing to the building administrator or the appropriate supervisor, stating the reasons for the complaint and the relief desired. The administrator will then meet with the complainant at a mutually convenient time within ten (10) working days of receipt of the written complaint. Within five (5) working days of this meeting, the building administrator will provide a written response to the complainant stating reasons for his/her decision.

C. Step Three

In the event the matter is not yet resolved, the complainant will file a written appeal to the Superintendent or designee within ten (10) working days of the final meeting in Step Two. The written appeal to the Superintendent or designee will include the reasons for the complaint and the relief desired. The Superintendent or designee will then meet with the complainant and the building administrator within ten (10) working days of the receipt of the written appeal.

Within five (5) working days of this meeting, the Superintendent or designee will communicate his/her decision in writing with supporting reasons to the building administrator and complainant.

D. Step Four

Within ten (10) working days of receiving the decision of the Superintendent or designee, the complainant may appeal to the Board of Education. This appeal, directed to the Clerk of the Board, will be in writing and will be accompanied by a copy of the appeal and the decision rendered at Step Three.

The Board will meet on the matter at the next regularly scheduled Board Meeting, provided the appeal is received by the Clerk of the Board in time to place it on the agenda. The appeal will be heard in an open meeting. The Board of Education will set a format and time frame for all participants. Within five (5) working days after this meeting, the Board will provide a decision to all parties involved.

The Board will not consider or act on complaints that have not been explored at the appropriate administrative level.

**DISCRIMINATION GRIEVANCE COMPLAINT FORM**

Name and Address of Charging Party (Grievant):

\_\_\_\_\_

\_\_\_\_\_

Date: \_\_\_\_\_

Phone numbers where Grievant may be reached:

Home: \_\_\_\_\_ Office: \_\_\_\_\_

Cell: \_\_\_\_\_ Other: \_\_\_\_\_

Statement of grievance (please provide as detailed a statement as is possible and attach additional pages so that we may have a complete understanding of your concerns):

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Please identify any documents or other materials that support your grievance. If documents or materials are in your possession, please attach copies to this grievance. If documents or materials are not in your possession, please indicate where they are located.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Please identify what action or relief you are seeking as a result of this grievance.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_  
Signature of Grievant

You may contact the District's Compliance Coordinators as follows:

Section 504/Title II of the Americans with Disabilities Act Coordinator (for questions or complaints based on disability)  
Director of Special Services  
Norman Public Schools  
131 South Flood  
Norman, Oklahoma 73069  
405-364-1339

Title VI of the Civil Rights Act Coordinator (for questions or complaints based on race, color and national origin)  
Assistant Superintendent  
Norman Public Schools  
131 South Flood  
Norman, Oklahoma 73069  
405-364-1339

Title IX Coordinator (for questions or complaints based on sex)  
Assistant Superintendent  
Norman Public Schools  
131 South Flood  
Norman, Oklahoma 73069  
405-364-1339

Age Act Coordinator (for questions or complaints based on age)  
Assistant Superintendent  
Norman Public Schools  
131 South Flood  
Norman, Oklahoma 73069  
405-364-1339

**If, as a result of a disability, you need assistance in completing this form, please contact the District's Section 504/Title II Coordinator for assistance or accommodation.**