

WORTHAM ISD

CONTACT INFORMATION

ELEMENTARY PRINCIPAL	MRS. KENNEMER	254-765-3080
MS/HS PRINCIPAL	MR. FRAUENBERGER	254-765-3094
SUPERINTENDENT	MR. TABOR	254-765-3095

GRIEVANCE PROCESS WORTHAM ISD

INFORMAL PROCESS –

START HERE FIRST:

Experience has shown that most problems can be handled easily when there is open communication between the parties who have the most to gain from resolving the issue at the lowest level possible. For this reason we strongly recommend that the first step to take when a problem arises is to contact the person nearest the problem by scheduling a meeting with that particular teacher, coach, or bus driver, etc...

IF THE PROBLEM IS NOT RESOLVED:

The **second step** is to contact the principal. The campus principal is responsible for the supervision of staff members.

IF A SATISFACTORY OUTCOME IS NOT ACHIEVED AFTER MEETING WITH THE PRINCIPAL:

The **third step** is to contact the Superintendent. The superintendent is responsible for the day-to-day operation of the district.

Note: Individual board members are interested in your point of view. However they do not have authority in day-to-day operations and will direct you to contact the person nearest your concern.

FORMAL PROCESS

WHEN YOU HAVE EXHAUSTED ALL THREE OF THE INFORMAL GRIEVANCE STEPS AND THE PROCESS HAS FAILED TO ACHIEVE AN ACCEPTABLE OUTCOME...

GRIEVANCE - Level One: A specific grievance form (provided by the school district) must be completed in writing and returned **within 15 days** of the date the student or parent first knew of the decision or action that gave rise to the grievance. This grievance form should be given to the lowest level administrator who has authority to remedy the alleged problem. If the Superintendent is the only administrator who has authority to remedy the alleged problem, the grievance process can begin at this level. You may obtain the correct grievance form from the business office. The appropriate administrator shall hold a conference with the student or parent **within 10 days** after receipt of the written grievance form. The administrator shall have 10 days following the conference to provide the student or parent a written response.

GRIEVANCE - Level Two: If the student or parent does not receive the relief requested at Level One, or if the time for a response has expired, the student or parent may request a conference with the Superintendent to appeal the Level One decision.

Level Two appeals must be filed in writing, on a form provided by the District, within 10 days after receipt of a response or, if no response was received, within 10 days of the deadline at Level One.

The Superintendent or designee shall hold a conference within 10 days after the appeal notice is filed. **The Superintendent will consider only the issues and documents from the Level One complaint and will provide a written response within 10 days.**

GRIEVANCE - Level Three: If the student or parent does not receive the relief requested at Level Two, or if the time for a response has expired, the student or parent may appeal to the Board of Trustees.

Upon receipt of the Level Three grievance form, the Superintendent shall inform the student or parent of the date, time and place of the Board meeting at which the complaint will be on the agenda for presentation to the Board.

At the Board meeting, the Board President will determine if the complaint should be held in open session or closed session. The Board President may set “reasonable” time limits and guidelines for the presentation. After hearing the level 3 complaint the Board of Trustees will have until the next regularly scheduled meeting to provide a response. If no written response is provided then the Superintendent’s response to the level 2 grievance will stand.

More Information: This guide is to serve only as a summary of the Wortham ISD local policy. The full text version can be viewed by accessing our website at <http://worthamisd.org> or a hard copy can be obtained at the business office.