

Washington Parish Grievance Process

The Washington Parish School System does not discriminate on the basis of disability with regard to admission, access to services, treatment, or employment in its programs or activities. Any alleged discriminatory practices within the scope of Section 504, or the Americans with Disabilities Act should be addressed through the grievance procedure that follows.

The primary purpose of this procedure is to secure, at the most immediate level possible, equitable solutions to a claim of the aggrieved person. Both parties agree that these proceedings shall be kept confidential at each step in the process.

- Step 1: Proper levels of authority and communication are to be followed if a student or a parent wishes to discuss a complaint or a grievance. The student or parent *first contact the teacher or school personnel with whom the problem occurred* for a conference. In the event that the situation is not resolved, the following persons are to be contacted in order until satisfactory resolution is achieved: the *School Building level Committee (SBLC) Chairperson*, the *Counselor*, and finally, the *School Administrator/Principal*.
- Step 2: If, as a result of the discussion, the matter is not resolved, the grievant may request a conference with the appropriate **Central Office staff** member (Supervisor of Instruction, Supervisor of Child Welfare and Attendance, Supervisor of Transportation, Section 504 Coordinator, etc.). Full details of the grievance shall be initiated in writing on a Section 504 Grievance Form (see attached) shall be completed by the grievant within five (5) days following the conference with the principal. The appropriate Central Office staff member shall communicate the decision to the grievant in writing within five (5) school days following the date of submission. Unless the grievance shall be so appealed, it shall be deemed to have been settled and the grievant shall have no further right with respect to said grievance.
- Step 3: If the grievance is not resolved, the grievant may no later than five (5) school days after receipt of the Central Office staff member's decision appeal it to the **Assistant Superintendent** who will attempt to resolve the complaint through mediation. The appeal must be made in writing and must give details as to why the decision was unsatisfactory. The Assistant Superintendent shall notify the grievant of the date of the mediation meeting and of his/her right to present the complaint at said meeting. The grievant will be notified in writing of the action taken by the Assistant Superintendent within ten (10) school days. Unless the grievance shall be so appealed, it shall be deemed to have been settled and the grievant shall have no further right with respect to said grievance.
- Step 4: If the grievance is still not resolved, the grievant may appeal the decision within five (5) school days to the **Superintendent**, who will review the facts and efforts made to resolve the problem and will make a decision in writing to the grievant within five (5) school days. Unless the grievance shall be so appealed, it shall be deemed to have been settled and the grievant shall have no further right with respect to said grievance.
- Step 5: If the grievant is not satisfied with the decision of the Superintendent, within five (5) school days after receipt of the decision, he/she may request a review by the School Board. The request shall be made in writing through the Superintendent who shall attach all papers relating to the grievance. The grievant's appearance to present his appeal before the School Board shall be scheduled in accordance with regular procedures adopted by the School Board. The grievant may appear alone at this meeting or be accompanied by counsel of his/her own choice. The School Board shall issue a written decision within thirty (30) days after the meeting with the grievant. Unless the grievant appeals the decision in writing within five (5) school days of the written decision, the grievance shall be deemed resolved.

Washington Parish School System Grievance Form

Date: _____

Name of Grievant: _____

Address: _____

Phone: (home): _____ (work): _____

Name of Student: _____

Grievant's Relationship to Student: _____

School Student Attends: _____

Nature of Grievance: (Please describe the reason for your grievance/complaint and identify any person(s) you believe may be responsible.)

If others are affected by this situation, please give their names and/or positions:

Please describe your expected outcome of this grievance.

Signature of Grievant

Date

Signature of Person Receiving Grievance

Title

Date

The Washington Parish School System is a public service that does not discriminate in employment or educational services on the basis of race, sex, religion, age, disability, or national origin.