

STUDENT COMPLAINT PROCEDURES

NO. 500.2R1

It is the goal of the Board to resolve complaints of students and their parents at the lowest administrative level. An attempt shall be made to resolve any complaint in informal, verbal discussion between the student and/or the parent and the person against whom the complaint is filed and/or the building administrator or supervisor.

If the complaint cannot be resolved informally, the student or parent may file the complaint in writing, and, at an agreeable time, discuss the matter with the building administrator or supervisor. The written complaint shall state the nature of the complaint and shall state the remedy requested. The building administrator or supervisor shall make a decision on the complaint and communicate it in writing to the student or parent and the superintendent within ten (10) school days or as soon as reasonably practicable after receipt of the complaint.

Bullying complaints may be filed on-line at the District website: www.BCSDS.org; or you may print the completed form and deliver to the appropriate building Principal.

In the event a complaint has not been satisfactorily resolved by the building administrator or supervisor, the student or parent may file a copy of the complaint with the superintendent within ten (10) school days of the principal's or supervisor's decision and request a meeting. The superintendent shall file a written response with the student or parent and the building administrator or supervisor within ten (10) school days or as soon as reasonably practicable.

If the complaint can not be resolved satisfactorily by the superintendent, the student or parent may request to have the matter placed on the board agenda in compliance with Board policy.

Legal References: 21.5(1)(a), (e), 22.7, 279.8, 279.15, 279.16, 279.19A, 279.24, 280.14, Code of Iowa

Approved: 12/09/13

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Revised: _____