

# **LEBANON SCHOOL DISTRICT**

POLICY: 219  
SECTION: PUPILS  
TITLE: STUDENT COMPLAINT PROCESS  
ADOPTED: July 18, 1994  
REVISED: September 17, 2018

## **219. STUDENT COMPLAINT PROCESS**

### **Purpose**

The Board recognizes that students have the right to request redress of complaints. Further, the Board believes that the inculcation of respect for lawful procedures is an important part of the educational process. Accordingly, individual and group complaints should be recognized and appropriate appeal procedures provided.

### **Definition**

For purposes of this policy, a "**student complaint**" shall be one that arises out of actions that directly affect the student's participation in an approved educational, extracurricular, or co-curricular program.

### **Authority**

The Board and its employees will recognize the complaints of the students of this district provided that such complaints are submitted according to the guidelines established by Board policy.

### **Guidelines**

The student should first make the complaint known to the staff member most closely involved or, if none is identifiable, his/her guidance counselor and both shall attempt to resolve the issue informally and directly.

For complaints which must move beyond the first step, the student shall prepare a written statement of his/her complaint which shall set forth:

1. The specific nature of the complaint and a brief statement of the facts given rise to it;
2. the manner and extent to which the student believes s/he has been adversely affected;

3. the relief sought by the student; and
4. the reasons why the student feels s/he is entitled to the relief sought.

The complaint may then be submitted, in turn, to the building principal, the Superintendent or designee and the Board, with a suitable period of time allowed at each level for hearing of the complaint and preparation of a response. The final step of the process is the Board.

At each level the student shall be afforded the opportunity to be heard personally by the school authority.

At each level, the school authority hearing the complaint may call in the student's parent/guardian.

The student may seek the help of a parent/guardian at any step in the process.