



Book	Policy Manual
Section	5000 Students
Title	STUDENT AND PARENT COMPLAINTS
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5710 - **STUDENT AND PARENT COMPLAINTS**

The School Board recognizes that students and parents have the right to request redress of certain grievances. Further, the Board believes that the inculcation of respect for lawful procedures is an important part of the educational process.

For purposes of this policy, a student or parent complaint shall be any such complaint that arises out of actions, procedures, and policies of this Board or its employees or the lack of such policy or procedure.

Except as otherwise specified in other policies of the Board and the section below, complaints will be addressed as set forth in Board Policy 9130.

Parent Complaints Regarding Concerns with the Implementation of F.S. 1001.42 (8)(c) at Their Child's School

Any parent with a concern regarding the implementation of the provisions of F.S. 1001.42 (8)(c) at their child's school may file a written complaint with the school's Principal.

- A. The written complaint can be provided in a format chosen by the parent.
- B. The written complaint must be delivered to the Principal of their child's school via hand delivery, U.S. Mail, or e-mail.
- C. Upon receipt of the written complaint, the Principal will review the concerns and communicate with those involved. The Principal, after reviewing the concerns and communicating with those involved, may meet with the parent (in-person or electronically) to try to resolve the complaint informally. This process must be complete within seven (7) calendar days of receipt of the parent's written complaint.
- D. If the parent notifies the Principal of their child's school that their written complaint remains unresolved, the Principal shall notify the Superintendent. The District must, within thirty (30) days after such notification from the parent, either resolve the complaint to the parent's satisfaction or provide a written statement of the reasons for not resolving the concern.

If a concern is not resolved by the District, a parent may seek to pursue those remedies available under F.S. 1001.42 (8)(c)7.b. (I-II).

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