

Student Complaints

Definitions

- Grievance: A “grievance” is a real or imaginary wrong regarded as cause for complaint.
- Complaint: A “complaint” is an expressed grievance of dissatisfaction based upon the interpretation, application or violation of state or federal laws or MESD policies.
- Complainant: A “complainant” is the person or persons making a complaint.
- Aggrieved Person: An “aggrieved person” is the person or persons making a complaint.

Procedure

- Step One Informal. An aggrieved person shall discuss it as a complaint with the Superintendent or designee, with the objective of resolving the matter informally. The building administrator or supervisor shall have five school days in which to respond to the complaint.
- Step Two If the aggrieved person is not satisfied with the disposition of his/her complaint at Step One, he/she may file the complaint in writing with the Superintendent within 10 days after the decision at Step One has been given. The Superintendent shall have 10 school days to deliver the complaint to the Board for review and action by the Board. The written complaint shall specify:
1. The specific law or policy regarded in dissatisfaction;
 2. The law or policy title and number and sections thereof alleged to have been violated;
 3. Give the specific remedy sought.
- Step Three The Board shall have 20 school days in which to make a written response to the complaint, at which time it is hoped a solution will have been produced.

The number of days indicated at each step of the first three basic steps listed above should be considered at a maximum and every effort should be made to expedite the process. The time limits specified may, however, be extended by mutual agreement. When a complaint is submitted on or after May 1 the time limits shall be compressed proportionately relative to the remaining calendar days in the school term so that the complaint may be resolved before the close of the school term or as soon as possible thereafter.

It is the purpose of appeals and hearings to provide access to appropriate MESD officials when an informal conference cannot resolve the problem. It is not the purpose of appeals and hearings to provide a forum through which nonrelated issues are conveyed. It is recommended that as many student problems as possible be handled through informal conferences.