

DEXTER CONSOLIDATED SCHOOLS
FORMAL COMPLAINT/GRIEVANCE ABOUT FACILITIES AND SERVICES

Citizens of the District who have complaints about District facilities or services may register such complaints with the site administrator*.

Retaliation against anyone who reports a complaint/grievance is prohibited. No person(s) shall suffer retaliation, recrimination, discrimination, harassment, or be otherwise adversely affected because of the use of the grievance procedure. Appropriate action will be taken against students, staff, or administration who retaliate against anyone who submits a complaint/grievance to the district.

Required information concerning complaint:

- Name(s) of person(s) making the complaint.
- Whether the person (s) represents an individual or group
- Whether the person(s) making the complaint has discussed the problem with the site administrator.
- A summary of the complaint and suggested solution.

Processing of complaint*:

- Level 1 – The complaint shall be presented in writing, with a suggested solution, to the site administrator. Five (5) business days will be allowed for a reply.
- Level 2 – If a satisfactory response is not received within five (5) business days, a copy of the complaint may be forwarded to the Superintendent, who will have ten (10) business days to reply.
- Level 3 – If a satisfactory response is not received within ten (10) business days, a copy of the complaint may be forwarded to the Board for its consideration. Consideration as to the disposition of the complaint will be given within thirty (30) business days.

*If the matters of concern are eligibility and related procedures, procedural safeguards, or provision of a free and appropriate public education, the matter may be referred at any juncture in the procedure to the appropriate compliance coordinator.

The district asks that you complete the following complaint/grievance forms so that appropriate documentation can be kept on issues brought to the district's attention.