



STUDENT GRIEVANCE PROCEDURE

Any dispute concerning student rights and responsibilities and the application of School Board Policy and Procedures may be grieved using these steps outlined in the next two sections.

Informal Grievance/Complaint Resolution

1. When a dispute arises, the student, parent or guardian is encouraged to first discuss the grievance informally with the person against whom it is directed. The student may seek the assistance of Student Services personnel, other faculty members, or his/her parents/guardians in mediating the dispute. The student may be accompanied by his/her parent/guardian or other representative at all steps in this process in order to arrive at an equitable resolution to a dispute.
2. If an initial complaint about a building level problem, issue or administrator is made at the District office or to the Board, it shall be referred back to the principal or site administrator to attempt to resolve the issue following the process outlined below.
3. The complainant shall make an appointment with the administrator regarding the issue. The meeting shall be during normal work hours unless both parties agree to a different time.
4. When such a meeting is requested, the affected administrator or designee is expected to respond within forty-eight (48) hours, or document attempts to reach the complainant. S/He should arrange the requested meeting within no more than five (5) work days unless there are documentable extenuating circumstances. At no time shall the meeting be permitted to interfere with the orderly operation of the school.
5. In the event that additional information is required to respond appropriately to a complaint, the administrator shall have no more than five (5) additional work days to complete the fact gathering and provide appropriate follow-up.
6. Both parties are expected to make a good faith effort to attain a mutually agreeable accommodation regarding the issue or problem in a timely fashion. Failure on the part of the site administrator to respond to the complaint as required above shall be justification for the complainant to immediately move to the next level of the process.

Grievance Steps

Any student, parent or guardian who believes that a District policy or procedure was violated, misinterpreted or misapplied and was unable or unwilling to reach an accommodation through the informal process may file a formal written grievance in accordance with the following procedures:

1. The complainant shall file a written grievance with the principal or site administrator within sixty (60) calendar days of the alleged improper action.



2. The principal or site administrator shall meet with the complainant and investigate all specific allegations, which shall include interviewing any student, parent or staff witnesses, and take statements from witnesses if it is deemed necessary. The principal or site administrator shall report, in writing, the results of the investigation and his/her recommendation to the person who filed the grievance and the Superintendent within twenty (20) work days of the receipt of the grievance.
3. If the issue is not resolved by the principal/site administrator within twenty (20) work days or not resolved to the student/parent/guardian's satisfaction, the complainant may file an appeal to the Superintendent within fifteen (15) work days of the site administrator's response or deadline for a response. The complainant shall provide the Superintendent with a written summary of the issues that could not be resolved at the previous level. The issues shall remain the same as those addressed at the previous levels. The Superintendent shall investigate and furnish both parties with a written response within twenty (20) work days of the receipt of the appeal.
4. In the event the complainant is not satisfied with the response or resolution provided by the Superintendent, the complainant shall have fifteen (15) work days from receipt of the written response from the Superintendent to appeal the decision to the Dean of the College of Education.
5. After reviewing all written materials and consulting with the principal and the Superintendent, the Dean of the College of Education will notify the complainant and the accused of the final disposition of the grievance within twenty (20) work days from the date of the receipt of the appeal of the grievance. A copy of the "Notice of Final Action" will be filed with and maintained in the office of the appropriate area director or supervisor.
6. If the Dean's decision is unacceptable to the individual complainant, s/he may submit a signed appeal to the Board. Such submission shall be filed with the Superintendent within fifteen (15) work days following notification of the Dean's decision. The appeal shall be accompanied by a true copy of the Dean's written grievance decision, together with a true copy of all documents presented to or considered by the Dean in reaching his/her decision. No additional documents or evidence may be presented to the Board and no additional testimony or evidence will be heard or considered by the Board.
7. Within twenty (20) work days of the receipt of the individual's appeal addressed to the Board, the Superintendent shall cause the grievance to be included on the agenda at the next meeting of the Board at which matters for consideration are included and shall notify the person of the date, time and place of such meeting.
8. The Board shall not act on any person to be heard nor consider any matters which were not previously raised in the written grievance filed with the Superintendent.



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9. The Board may permit the person and/or his/her representative and the Dean to make a brief oral presentation to the Board regarding the appeal of the Dean's decision. The order and recommended time limits of presentation shall be:
 - a). Complainant and/or representative (five (5) minutes);
 - b). Dean, Superintendent and/or staff (five (5) minutes);
 - c). Complainant response (three (3) minutes);
 - d). Dean's response (three (3) minutes);
 - e). Board questions;
 - f). Complainant's closing comments (one (1) minute);
 - g). Dean's closing comments (one (1) minute);
 - h). Board discussion and action.

 10. The decision of the Board shall be final.

 11. Unless safety or the learning environment for other students is at risk, all negative consequences for the grievant shall be held in abeyance from the date the appeal is submitted until its completion. This policy, however, prohibits the use of these procedures to interfere with the orderly learning process or to prevent any Board employee from completing their assigned responsibilities.