

Whenever a Lee County School System student believes that he/she has a complaint, every reasonable effort is to be made to arrive at a satisfactory resolution of the problem on an informal basis. Local school decisions are made at the discretion of the local school administration. However, from time-to-time there may be instances that could result in a parent or student seeking a ruling from a higher level.

Students must resort to the more formal procedures as provided herein.

I. Definitions

- A.** *Complaint* shall mean any alleged violation, misinterpretation or any inequitable application of any published policy, rule or regulation of the school system. *Complaint* shall not apply to any matter in which the method of review is prescribed by law. *Complaints* are objections to a specific act or condition. Complaints under this procedure do not include complaints based on sexual harassment or Title IX, which are to be investigated and addressed pursuant to Policy 6.10 and procedures adopted pursuant to that policy.
- B.** *Complainant* shall mean any student or group of students, directly affected by the alleged misinterpretation or violation, filing a complaint.
- C.** *Faculty/Staff and Administration* shall mean the employees of the Lee County Board of Education or representatives under the direct supervision of an employee of the school board.
- D.** *Day* shall mean a school/academic day.

II. Time Limits – The number of days indicated at each level is to be considered the maximum. Time limits may be extended by mutual agreement between the parties.

III. Released Time – The complaint procedure will normally be carried out during non-instructional time. If, however, the Board elects to carry out provisions during instructional time, the complainant shall not lose academic credit.

IV. Complaint Procedure

- A.** Informal Discussion – If a student believes there is a basis for complaint, he/she shall discuss the complaint with his/her principal or the designee of the principal, (except in cases of discrimination or harassment involving the principal or the designee), in which case the complainant shall report to the Equity Coordinator or other person designated by the Superintendent) within five (5) days of the occurrence of the alleged violation except in cases involving harassment or discrimination in which thirty (30) days will be allowed.
- B.** Level One – If the complainant is not satisfied with the informal resolution he/she may, within five (5) days, file a formal complaint in writing and deliver it to his/her

principal or designee. The principal or designee shall communicate his/her answer in writing to the complainant within five (5) days of receiving the written complaint. Class complaints involving more than one (1) principal or designee and complaints involving an administrator above the building level may be filed by the complainant at level two.

- C.** Level Two – If the complainant is not satisfied with the resolution at level one he/she may, within five (5) days of the answer, file a copy of the complaint with the Superintendent. The Superintendent shall indicate his/her disposition in writing to the complainant within five (5) days.
- D.** Board Appeal – If the complainant is not satisfied with the resolution by the Superintendent, he/she shall have the right to appeal the Superintendent's decision to the Lee County Board of Education, provided request for placement on Board agenda is filed within five (5) days of the Superintendent's decision.
- V.** To the extent reasonably possible or permissible, personnel investigating student grievances will seek to maintain confidentiality regarding the identity of the student presenting the grievance. However, due process rights of any accused party and the circumstances associated with investigating and redressing the grievance may render confidentiality impracticable, impossible, or inconsistent with the due process rights of the subject of the grievance.