

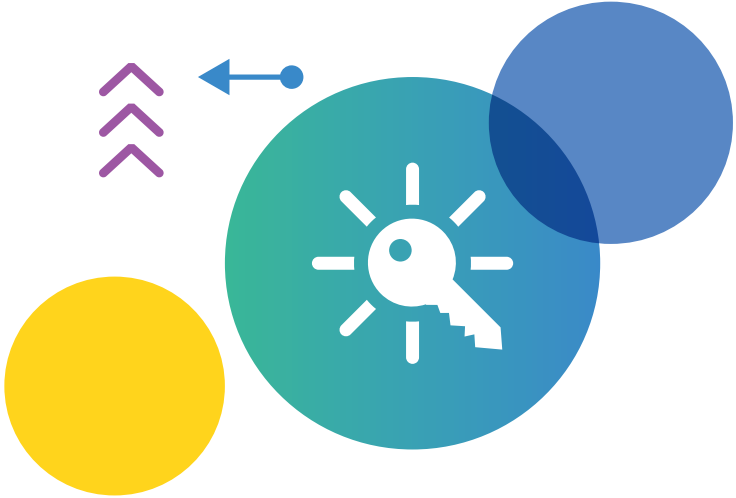
Advanced Learning Experiences

Parent Complaint Resolution Process

In order to best serve our students and families, the ALE Department has established the following procedures to ensure complaints or concerns from our families are resolved in a fair and timely manner.

Complaints should always begin at the level in which the concern was held. They should be shared as soon as possible to allow resolution at the lowest possible administrative level, starting with the classroom teacher and then the campus administrator. Thank you for following the steps outlined below.

INFORMAL ATTEMPTS	Campus Level	Step 1 Contact the appropriate teacher or staff member at your student's school to share your concern.	Please schedule an informal discussion with the appropriate teacher or staff member to share your concern and what resolutions you are seeking. It is important that you begin at the level where the concern originated. This can be done in person, by phone or through email.
		Step 2 Contact an administrator at your student's school.	If, after meeting with your student's teacher or staff member, your concerns were not addressed satisfactorily, please schedule a discussion with a campus administrator to share your concern and what resolutions you are seeking. This can be done in person, by phone or through email.



FORMAL ATTEMPTS	Campus Level	Step 3 Contact the principal at your student's school.	If informal attempts do not bring a resolution, the "ALE Formal Parent Complaint: Level Two" form may be filed and given to the campus principal along with a request for a meeting.* This form is available through the ALE Department or the ALE Website, or from the school principal.
	Campus Level	Step 4	The campus principal will hold a conference with the student and/or parent as soon as possible, but no more than five school days of receiving the written complaint. The principal will have five school days after the conference to submit a final response in writing to the student or parent, if one is requested.
	District Level	Step 5	If the conference with the principal did not bring forth a resolution that both the family and principal agree upon, the parent/guardian may request a meeting with the Director of Advanced Learning Experiences. This form is available through the ALE Department or the ALE website, or from the school principal.
	District Level	Step 6	The ALE Director or designee shall hold a conference within five school days after the meeting request was made. At the conference, the ALE Director or designee shall consider only the issues and documents presented at the site level and identified in the "ALE Formal Parent Complaint: Level Two" form. The ALE Director or designee shall have five school days following the conference to provide the student or parent a written response, if one is requested.
	District Level	Step 7	If the conference with the ALE Director did not bring forth a resolution that both the family and Director agree upon, the parent/guardian may request a meeting with the Assistant Superintendent for Curriculum and Instruction or designee. The Assistant Superintendent or designee shall meet with the parent/guardian within five school days after the meeting request was made. At the conference, the Assistant Superintendent or designee shall consider only the issues and documents presented at the site level and identified in the "ALE Formal Parent Complaint: Level Two" form. The Assistant Superintendent or designee shall have five school days following the conference to provide the student or parent a written response, if one is requested.
	Board Level	Step 8	If the parent or student did not receive the relief requested at the meeting with the Assistant Superintendent or designee, the family may appeal the decision to the TUSD Governing Board. The appeal notice must be filed in writing, on a "Level Three Complaint" form provided by TUSD. The "Level Three Complaint" must be filed within 10 days from the "Level Two" decision was issued. The Superintendent or designee shall inform the student or parent of the date, time and place of the board meeting at which the complaint will be on the agenda for presentation to the TUSD Governing Board.** The decision of the Governing Board at the Level Three Complaint process is final. If for any reason the Governing Board fails to reach a decision regarding the complaint by the end of the regularly scheduled board meeting, the lack of a response by the Governing Board upholds the administrative decision at Level Two.