

Murfreesboro City Schools ADMINISTRATIVE DIRECTIVE

Administrative Directive Title: District Complaint Processes	AD Number: 1.500.1	Adopted: October 2020 Former Descriptor: STU44
Policy References: Board Policy 1.500 – Board-Community Relations		Revised: 11/24

1 Murfreesboro City Schools is committed to and encourages early resolution of complaints whenever
 2 possible. If the complainant is not satisfied after discussing their concerns with the appropriate person,
 3 they may initiate the formal grievance process described herein at any time. All reports and/or findings
 4 issued by school officials pursuant to this procedure shall comply with the confidentiality requirements
 5 of State and federal law, relative to education records.

6 SUGGESTIONS AND COMPLAINTS FROM THE COMMUNITY

7 Any general suggestions or complaints from community members shall be submitted to Lisa Trail,
 8 Director of Communications via the information below:

9 Lisa Trail
 10 Director of Communications and Strategic Initiatives
 11 2552 South Church Street
 12 Murfreesboro, TN 37187
 13 615-893-2313, Ext. 10016
 14 lisa.trail@cityschools.net

15
 16 Once received, a response acknowledging the suggestion or complaint will be provided. If a complaint
 17 requires a formal investigation and response, a complaint form may be required, and the complaint will
 18 be assigned to the appropriate complaint manager.

19 Complaints from community members relating to bullying, harassment, sexual harassment,
 20 discrimination, special education, instructional materials, or other violation of state or federal law will
 21 be investigated pursuant to the requirements of the policy or procedure that applies to the subject matter
 22 of the complaint and will be referred to the appropriate complaint manager.

23 PARENT/GUARDIAN COMPLAINTS

24 General parent/guardian complaints relating to the operation of a school and/or enforcement of its rules
 25 may be submitted pursuant to this administrative directive. Parent/Guardian complaints relating to
 26 bullying, harassment, sexual harassment, discrimination, special education, instructional materials, or
 27 other violation of state or federal law will be investigated pursuant to the requirements of the policy or
 28 procedure that applies to the subject matter of the complaint and will be referred to the appropriate
 29 complaint manager.

30 Step 1: Contact Appropriate School Staff

31 Parents/guardians are requested to first contact and conference with the individual directly involved (e.g.,
 32 teacher, coach, sponsor, or school administrator).

33 **Step 2: Submit Complaint to School Principal**

34 If the concern or complaint is not resolved, the parent/guardian may complete and submit a
35 Parent/Student Complaint Form. The form must be completed and submitted to the school's principal
36 within fifteen (15) school days of the date of the incident triggering the complaint. The school principal
37 will then have up to five (5) school days to investigate the complaint and report the findings to the parent.

38 **Step 3: Submit Complaint to MCS Communication Department**

39 If the parent/guardian remains unsatisfied with the principal's response, a request to review the complaint
40 can be filed with the Communications Department using a Request to Review Parent/Student Complaint
41 form. The Communications Department will assign an impartial investigator to investigate the
42 complaint, the principal's response, and make a written report of findings to the parent within three (3)
43 school days of the receipt of the complaint form.

44 **Step 4: Appeal Complaint Response to the Director of Schools**

45 The parent/guardian may appeal the response of the impartial investigator to the Director of Schools by
46 submitting an Appeal of Complaint Response form to the office of the Director of Schools. The Director
47 of Schools will review all documentation provided and made a final determination relative to the
48 parent/guardian's complaint. The determination made by the Director of Schools is considered final and
49 the complaint cannot be considered through the complaint process a second time.