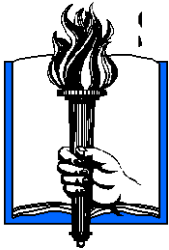


**MURFREESBORO CITY SCHOOLS
ADMINISTRATIVE DIRECTIVES**



Descriptor Term: Parent Complaints	Descriptor No: AD STU44	Effective Date: 10/15/20
	Revised:	

1 We believe that parental concerns should be resolved as quickly as possible and at the lowest supervisory
2 level.

3
4 Below are the guidelines for parents reporting concerns.

- 5
- 6 1. **Contact the classroom teacher.** Advise the parent to first contact the child’s teacher regarding
7 any concerns because this is the person who has the most insight into your child’s needs.
 - 8 2. **Contact the Principal.** If the parent has contacted the child’s teacher regarding the concern and
9 he or she feels their concern has not been answered satisfactorily, the parent should complete the
10 information on the Parent/Student Complaint Form Level One and submit this form to the
11 Principal. The principal will have these forms available. This form must be completed within 15
12 school days of the date the parent first knew of the action triggering the complaint or grievance.
13 Upon submission of this information to the Principal, the Principal will have up to 5 school days
14 to investigate the concern and communicate to parent the findings.
 - 15 3. **Contact the Central Office.** If the parent has contacted the school Principal and is not satisfied
16 with the outcome, a complaint can be filed with the Communications Department using the
17 Parent/Student Complaint Form Level Two. This investigation can take up to 3 school days to
18 investigate.
 - 19 4. **Appeal to Director of Schools.** If after speaking with the child’s teacher, principal, and central
20 office designee and the grievance is not solved, an appeal to the Director of Schools can be
21 requested. The process will begin by using the Parent/Student Complaint Form Level Three. The
22 decision of the Director of Schools will be final.

23
24
25 After a complaint/grievance is resolved, the complaint is considered closed and cannot be brought before
26 the complaint process a second time.

27

PARENT / STUDENT'S COMPLAINT FORM
LEVEL ONE (Principal)

This form must be filled out completely by a student or parent within 15 days of the date the student or parent first knew of the decision or action giving rise to the complaint or grievance;

1. Student's Name _____ Grade _____
2. Parent's Name _____ Daytime Phone _____
3. Date of Incident _____ Location _____
4. Please write a brief description of the incident:

5. Has this incident been reported to anyone else? _____
Name, Position

6. What remedy do you seek to this complaint?

Student/Parent Signature

Date

Please provide the student/parent a copy of this report at filing.

PARENT / STUDENT'S COMPLAINT FORM
LEVEL TWO (Central Office)

1. Student's Name _____ Grade _____

2. Parent's Name _____ Daytime Phone _____

3. Date of Incident _____ Location _____

4. Please write a brief description of the incident:

5. Has this incident been reported to anyone else? _____
Name, Position

6. What remedy do you seek to this complaint?

Student/Parent Signature

Date

PARENT / STUDENT'S COMPLAINT FORM
LEVEL THREE (Director of Schools)

This form must be filled out completely by a parent appealing a Level Two decision.

1. Student's Name _____ Grade _____

2. Parent's Name _____ Daytime Phone _____

3. School _____

4. To whom did you last present this complaint? _____

Date of meeting _____

5. Has this incident been reported to anyone else? _____
Name, Position

6. Attach a copy of your original Level Two complaint.

7. Attach a copy of your Level One and Level Two decisions.

Student/Parent Signature

Date

Received by

Date

Please provide the student/parent a copy of this report at filing.