

**San Antonio Independent School District**  
**Administrative Regulation G-07: Parent/Student and Community Grievances and Concerns**

Posted:	December 17, 2024
Reviewed:	N/A
Revised:	December 17, 2024
Review Cycle:	Spring
Reference:	<a href="#">FNG</a> ; <a href="#">GF</a>

Parents/Guardians, students, and other community members (“stakeholders”) may seek help or information from District employees on a wide range of concerns. Most of the time, contacting the appropriate personnel will result in the concern being quickly resolved. When this is not the case, this regulation also outlines the routing of these concerns for efficient and appropriate resolution in a formal process.

**Parent/Guardian or Student Grievances/Concerns**

Parents/Guardians and students are encouraged to speak to the teacher to resolve any classroom concerns as soon as possible after the event causing the concern. If the issue remains unresolved, they should speak with the appropriate campus administrator. The aim is to have any concerns or complaints resolved at the lowest administrative level. The teacher or campus administrator should document the concerns, let the individual know that their concerns will be looked into, and provide them with a timeframe in which to expect an informal response. In this written informal response, the campus administrator should include a list of individuals that were interviewed, what information was provided by those interviews, any relevant date information, as well as provide any informal resolutions options. If the campus administrator met with the parent/guardian or student and any resolutions were agreed upon, this should be noted as well. The campus administrator should keep a copy of this documentation (physical or electronic copy) for one year and shall keep all information confidential. Should the individual initiate the formal grievance process, the informal documentation created by the campus administrator will need to be shared with the grievance hearing officer.

If the parent/guardian or student is unable to have their concerns or complaints resolved at the informal level, or if their concern is not one limited to the campus level, they should be directed to contact the Office of Constituent Services at (210) 554-2210.

FACE plays an integral and important role in de-escalating issues and preventing parent/guardian and student concerns from becoming formal grievances. The focus on FACE’s interactions with individuals should be to have issues resolved quickly and effectively, with an aim to minimize the need for the formal grievance process.

If, however, the individual is unable to have their concerns or complaints resolved informally, FACE shall provide the individual(s) with a copy of board policy FNG, and a copy of the formal grievance forms. A copy of these forms is also available on the FACE department webpage. The parent/guardian or student will be informed that they have 10 District business days from the date they received the informal response from the campus

administrator to file a Level One complaint form. Completed forms may be submitted to FACE or via email to [grievances@saisd.net](mailto:grievances@saisd.net). Date and time of receipt of the forms via hand-delivery or via mail shall be notated. The Executive Director of Policies, Procedures and Public Information will select and assign a Senior Executive Director to serve as the Level One grievance hearing officer. The Senior Executive Director assigned will not be the individual who is assigned to regularly support the campus principal involved in the complaint, and selection will be done on a rotation basis. The Senior Executive Director is required to reach out to the complainant to provide their name, email and contact phone number within two (2) district business days of being assigned the grievance.

The Assistant Superintendent for Family and Community Engagement (or designee) will be available to serve as the individual's point-of-support ombudsman while the formal grievance process is on-going. The ombudsman duties include assistance with how to file complaint or appeal forms, how to submit documents (exhibits) to be considered by the grievance hearing officer and provide any resource information on the grievance process. The ombudsman shall not be considered the parent/student's representative (or legal representative) for the purpose of any formal grievance hearings and shall not participate in the grievance hearings. The individual is entitled to be represented by an individual of their choosing (including an attorney) during the formal grievance process. If the individual fails to inform the grievance hearing officer at least three (3) District business days before the grievance hearing that they are represented by an attorney, the grievance hearing officer shall postpone and reschedule the hearing so that the District's legal counsel can also be present.

### **Community Grievances/Concerns**

Community members are encouraged to speak to the campus principal, department supervisor, or other appropriate administrator about any public concerns as soon as possible after the event causing the concern. The aim is to have any concerns or complaints resolved at the lowest administrative level, seeking an informal resolution will not toll the deadlines listed in board policy GF (LOCAL). The administrator should document the concerns, let them know that their concerns will be looked into, and provide them with a timeframe in which to expect an informal response. In this written informal response, the administrator should include a list of individuals that were interviewed, what information was provided by those interviews, any relevant date information, as well as provide any informal resolutions options. If the administrator met with the individual and any resolutions were agreed upon, this should be noted as well. The administrator should keep a copy of this documentation (physical or electronic copy) for one year and shall keep all information confidential. Should the individual initiate the formal grievance process, the informal documentation created by the administrator will need to be shared with the grievance hearing officer.

### **Formal Complaint/Grievance Process**

Formal complaints by parents/guardians or students follow board policy FNG. Formal complaints by community members follow board policy GF. Timelines and deadlines listed in the board policies refer to District business days and shall be strictly followed, unless modified by mutual written consent. Any complaints or appeals that are not timely filed will be dismissed.

For FNG, the grievance hearing officers will be as follows:

- Level One – a senior executive director that does not regularly assist the campus principal; if the complaint is about a central office department, it may be a director/executive director/senior executive director, depending on the issue;
- Level Two – the Superintendent or designee (Chief of Staff & District Operations Services)
- Level Three – the Board of Trustees

For GF, the grievance hearing officers will be as follows:

- Level One – the Deputy Superintendent for Operations or designee.
- Level Two – the Superintendent or designee (Chief of Staff & District Operations Services)
- Level Three – the Board of Trustees

Only issues raised and remedies requested in the initial complaint form shall be considered by the grievance hearing officer. Any additional issues must be submitted in a new grievance filing and is subject to the timelines and deadlines specified in the appropriate board policy. The complainant may not change the requested remedies without the grievance hearing officer approval.

Any documents or exhibits that the complainant wants the grievance hearing officer to consider in rendering their decision must be submitted before or at the first grievance hearing. Any documents or exhibits submitted after the initial hearing will not be considered, unless they did not exist at the time of the first grievance hearing.

### **Exceptions to Formal Complaint/Grievance Process**

The following criteria should be considered when deciding whether to elevate a formal grievance/appeal to a higher level than initially filed:

1. The grievance hearing officer at the “filed level” does not have the authority to grant the remedy or relief requested, but a hearing officer at a higher level does;
2. The grievance hearing officer at the “filed level” has already been involved in the informal complaints stage and there may be an unreasonable perception of a conflict of interest;
3. The formal complaint is directly against the grievance hearing officer at the “filed level.”
4. The basis for the formal complaint is one that requires a faster route to the Board of Trustees (i.e., ejection of an individual from a district facility due to the issuance of a criminal trespass warning)

If an exception is warranted, the grievance hearing officer at the “filed level” shall provide a written statement to the complainant, stating that the formal complaint will be elevated to a Level Two/Three, as appropriate, and the reasons/justifications for the escalation.

The grievance hearing officer at the “filed level” shall simultaneously provide a copy of this written statement to the staffer who will serve as the grievance hearing officer at the elevated level. This written statement shall also be included in the grievance documentation, including the Board Book, if applicable.

### **Documentation Protocols**

Campus teachers, campus or department administrators, Constituent Office staffers, and grievance hearing officers shall appropriately document stakeholder concerns, actions taken to resolve those concerns, solutions offered, and dates of any meetings held. The author of the documentation shall maintain the information for at least one year and keep any information confidential. This documentation may be kept longer if it becomes part of the formal grievance record and should represent the complete work done by the staffer/administrator.

### **Complaint/Grievance Training**

All principals, as well as all staff who may serve as grievance hearing officers for formal complaints/grievances, shall receive grievance training annually. The training will include a review of the relevant grievance policies, administrative regulations, scenario-based activities, and de-identified exemplars of informal concern documentation, grievance hearing scripts, formal responses, and other types of grievance documentation. This training is coordinated through the Office of Policies, Procedures and Public Information – (210) 554-8485.