

## **Gifted and Talented Education-Grievance Procedure**

The purpose of this regulation is to establish an orderly process for resolving parent grievances, to promote good relationships, and to provide parents with an opportunity to present their grievances before the administration.

The District believes that every effort should be made to settle grievances as promptly and equitably as possible and at the lowest possible administrative level. Parents are encouraged to take any complaint to the Gifted and Talented Coordinator as experience has shown that problems can frequently be best settled through discussion and common understanding.

Students and families are encouraged to submit grievances directly to the Coordinator.

1. We encourage students and/or families to submit any grievances in writing, but you may also file a verbal grievance by calling the Coordinator of Gifted and Talented.
2. All grievances received by the District will be acknowledged and responded to within 4 business days. We will make every effort to resolve the grievance.
3. All grievances will be investigated by the Coordinator (or designee), with the involvement of any individual or agencies associated with the complaint.
4. We hope to quickly resolve grievances to the satisfaction of both student/families and staff members. The individual filing the grievance will receive a written response within 15 business days.
5. If the student or family member is dissatisfied with the results of the investigation by the Coordinator, the student/family member may request (in writing) that his/her grievance be reviewed by the Principal. The Principal will provide the parents with disposition of the grievance within 7 business days.
6. If the student and/or family member continue to be dissatisfied with the results of the report by the Principal, he or she may register a written grievance with the Superintendent. The Superintendent will provide parents with the disposition of the grievance within 7 business days.
7. If the student and/or family member continues to be dissatisfied with the results of the report by the Superintendent, he or she may register a written grievance with the Board of Education. The Board of Education will provide parents with the disposition of the grievance within 7 business days after the next Board of Education meeting.

First Reading: September 19, 2012

Approved: October 17, 2012

Big Sandy School District 100-J, Simla, Colorado