



ROBERTSON COUNTY SCHOOLS FORMAL COMPLAINT FORM

This form must be filled out completely and submitted within fifteen (15) days of the date on which the incident or action named in the complaint occurred.

1. Name: _____
2. Address: _____
3. Phone: Home _____ Work _____ Cell _____
4. Date of Incident: _____
5. If you will be represented in voicing your complaint, please identify the person representing you.
Name: _____
Address: _____
Telephone Number: _____
6. Person against whom this complaint is being made:
Name: _____
School or Department: _____
7. Please describe the circumstances causing your complaint. Give specific, factual details. If possible, include specific board policy which has been violated. (Board policies can be accessed at rcstn.net; click on Board of Education/Policies/Table of Contents, or go directly to this link: <http://ww1.rcstn.net/cms/One.aspx?portalId=7606&pageId=13247>) Attach additional pages if necessary.

8. Please explain how your child or you have been harmed by this incident. Attach additional pages if necessary.

9. Please describe any efforts you have made to resolve your complaint informally and the responses to your efforts.

With whom did you communicate your concerns? On what date(s)?

10. Please describe the outcome or remedy you seek for this complaint.

Signature of Complainant: _____

Date Complaint Filed: _____

Office Use Only

Received by: _____ Date: _____

Complainant, please note:

A complaint that is incomplete in any material way will be dismissed, but may be resubmitted with all the required information if resubmitted within the designated time for filing a complaint. Attach to this form any documents you believe will support the complaint. Formal Complaints shall be processed following guidelines established by federal, state, and local Board policies. When a complaint about an employee is made to the Board, it shall be referred to the school administration for study and possible solution. The employee involved will be advised of the nature of the complaint, the name of the complainant, and be given opportunity for explanation, comment, and presentation of the facts as he/she sees them. All formal complaints regarding an employee which are made to any member of the administration or Board by a parent, student, or other persons should be processed in the following manner:

- 1. All complaints shall be reduced to writing, dated, and signed by the complainant on a Formal Complaint Form.*
- 2. A copy of the complaint shall be sent immediately to the employee. The employee may attach a written reply to the complaint.*
- 3. The employee shall be given the opportunity to meet with the person making the complaint in an effort to resolve the problem and to attend other meetings where the complaint is discussed.*
- 4. If the complainant refuses to participate in this process, all references to the complaint shall be dropped.*
- 5. Complaints shall be referred to the lowest applicable administrative level. Unresolved complaints shall proceed to the next highest level until the complaint is dropped or resolved.*
- 6. The employee shall have the right to representation if the complaint remains unresolved after the first meeting with the complainant.*