Problem Solving Procedure – for Students & Parents

Informal Complaint/Grievance/Appeal Process

The Board encourages students and parents to discuss their concerns with the appropriate teacher, principal, or other campus administrator who has the authority to address the concern. Concerns should be addressed as soon as possible to allow early resolution at the lowest possible administrative level.

**STEP 1. Contact the Staff Member**
The most direct route to resolving a concern is to confer directly with the person involved (teacher, counselor, etc.) More than 95% of concerns are resolved using this strategy.

**STEP 2. Contact the Campus/Department Administrator**
If your concerns are not resolved by contacting the person involved, you should contact the building administrator. They can provide explanations of policies and procedures, clarifications and other pertinent information which may assist you in solving your concern.

Informal resolution is encouraged but shall not extend any deadlines in the complaint/grievance policy, except by mutual consent.

**Formal Complaint**

**STEP 3. Level One Grievance/Complaint**
If steps 1 & 2 have not resolved your concern, you may file a formal Level One Grievance/Complaint. The complaint/grievance may be submitted by hand delivery, fax, or U.S. Mail. The administrator shall investigate as necessary and shall provide the petitioner a written response within 10 District Business days following the conference. Level One forms are typically submitted to campus principals or department supervisors. Concerns with personnel matters may be submitted to the Human Resources Department.
STEP 4. Level Two Appeal
If the petitioner does not receive the relief requested at the Level One hearing, the employee may appeal the Level One decision. The appeal notice must be filed in writing, on a form provided by the district, within 10 days of the date of the written Level One response.

*For offenses that do not remove the learner from their campus (DAEP, Expulsion) the Principal’s decision is final.

STEP 5. Level Three Appeal
If the petitioner does not receive the relief requested at the Level Two hearing, the petitioner may request a Level Three hearing with the District Appeals Panel. The appeal notice must be filed in writing through the Assistant Superintendent of Student Services office, on a form provided by the District, within 10 days of the written Level Two response.

*For offenses that involve removal from school, the District Appeals Panel’s decision is final.

STEP 5. Level Four Appeal
If the petitioner does not receive the relief requested at the Level Three hearing, the employee may request a Level Four hearing BHUSD’s Superintendent. The appeal notice must be filed in writing through the superintendent’s office, on a form provided by the District, within 10 days of the written Level Two response.

BHUSD policies regarding the process for filing complaints may be found on-line at http://www.gamutonline.net/district/beverlyhills/