



Student and Community Complaints - AR 2.7(d)(2)

City Schools of Decatur is committed to providing equal educational opportunity and treatment for all students regardless of race, religion, national origin, sexual orientation, gender expression or identity, or mental or physical disability. CSD has designated staff responsible for responding to, investigating, and resolving complaints.

If a CSD student or community member feels they have been discriminated against, or treated unfairly or unlawfully because of their race, religion, gender, or other protected class, they can report the incident(s) to any school staff member or the designated Title VI Compliance liaison.

Informal Resolution of Complaints

A student, or his/her guardian, with a complaint against a CSD staff member should initially take the matter to the local school principal in an effort to resolve the complaint. If the complaint cannot be informally resolved satisfactorily between the student and staff member, the student or his/her guardian may, at their discretion, seek resolution via the formal procedure outlined below.

Formal Resolution of Complaints

A student, or the guardian of the student, or any concerned community member may request resolution of a complaint by initiating the following formal procedure:

- 1) A formal complaint is provided in writing to the Title VI Compliance liaison (see local school contact information on CSD Title IV web page). In the event that the complaint is against the Title VI Compliance liaison or the school principal, the complaint should be submitted to the Executive Director of Schools. The written complaint must be mailed or hand delivered to the Title VI Compliance Liaison and should include the following information:



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- Statement of the allegation.
- Description of the alleged facts.
- Summary of steps already taken in an attempt to resolve the problem.
- Name/s of the person/s thought to be responsible for the alleged events.
- Other facts considered to be pertinent to the case.
- Any supporting documentation relevant to the grievance.
- Name, contact information, and signature of the of the person initiating the complaint.

2) The Title VI Compliance liaison reviews the complaint and responds to individual initiating the complaint with a timeline for addressing the complaint within 5 working days of receipt of the written complaint or sooner if immediate action is required. In all cases, confidentiality is maintained.

3) The Title VI Compliance liaison investigates the complaint. This investigation includes but is not limited to:

a. Meeting/s with the person submitting the complaint and the person/s (or representatives of the department) for whom the complaint is filed against.

b. Consultation with such others as the Equity Director and/or the Executive Director of Schools or others as deemed necessary to provide a thorough investigation of the complaint.

4) The Title VI Compliance liaison expeditiously considers the facts of the case and presents a report to the Executive Director of Schools. The report includes findings of facts and recommendations, if any. Every precaution is taken to ensure the confidentiality of information obtained during the investigation. The Title VI Compliance liaison also makes every effort to conclude the investigation promptly and to take any needed remedial action.

5) Upon receipt of the report from the Title VI Compliance liaison, the Executive Director of Schools may exercise one of the following:

- a. Return the matter to the Title VI Compliance liaison for further consideration. This action returns the complaint to Step 3 of this procedure.



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- b. Return the matter to the Title VI Compliance liaison to enact recommended next steps as outlined in the report.

6) The final action of the Title VI Compliance liaison constitutes the formal completion of the complaint procedure. The final action is communicated to both parties involved in the complaint. Once the procedure is completed, all records of the investigation and the final report of the Title VI Compliance liaison remain in the possession of the Executive Director of Schools and are treated with appropriate confidentiality.

7) Any request for exceptions to the formal complaint process should be addressed to the Executive Director of Schools. By mutual agreement of the Executive Director of Schools and the student or guardian filing the complaint, the stated formal procedure may be waived in favor of a procedure more appropriate to a particular circumstance.

8) The Executive Director of Schools will provide a monthly summary of complaints to the superintendent.

Questions about this regulation should be directed to the Executive Director of Schools.

Related Board Policy: 2.7(d)(2)

Public Review and Feedback: 11/14/18 - 12/14/18

Approved by Cabinet: 1/22/19