

**Sec. 1. COMPLAINTS BY MEMBERS OF THE PUBLIC**

There is no requirement that the Board negotiate or even respond to complaints. However, the Board must stop, look, and listen and must consider the petition, address, or remonstrance. *Prof'l Ass'n of Coll. Educators v. El Paso Cmty. Coll. Dist.*, 678 S.W.2d 94 (Tex. App.—El Paso 1984, writ ref'd n.r.e.)

The complaint process described in this policy shall not be construed to create new or additional rights beyond those granted by law or Board policy, nor to require a full evidentiary hearing or “mini-trial” at any level.

**Sec. 2. GENERAL RULES FOR COMPLAINTS**

In this policy, the terms “complaint” and “grievance” shall have the same meaning.

Complaints by members of the public must be filed under this policy, unless the terms of another policy apply. In such instance, IDEA Public Schools shall inform the complainant of the complaint policy that will be used in response to a grievance by a member of the public.

IDEA Public Schools encourages the public to discuss concerns and complaints through informal conferences with the appropriate administrator. Concerns should be raised as soon as possible to allow early resolution at the lowest possible administrative level.

Informal resolution at any level.

**Sec. 3. FILING A COMPLAINT**

**a) *General***

Complaint forms and appeal notices must be filed by hand-delivery, by electronic communication (email or fax), or by U.S. Mail. Hand-delivered filings will be timely filed if received by the appropriate administrator or designee by the close of business on the deadline. Filings submitted by electronic communication shall be timely filed if they are received by the close of business on the deadline, as indicated by the date/time shown on the electronic communication. Mail filings shall be timely filed if they are postmarked by U.S. Mail on or before the deadline and received by the appropriate administrator or designee no more than three days after the deadline.







**IDEA PUBLIC SCHOOLS BOARD POLICY MANUAL**  
**POLICY GROUP 1 – GOVERNANCE**