

# Conflict Resolution Procedures for Coppell ISD

## Informal Resolution Process

### **Step 1 – Contact the Staff Member**

The Board encourages students and parents to discuss their concerns with the appropriate person that has the authority to address the situation directly. More than 95% of concerns are resolved by a conversation between those involved. The most direct route to resolving a concern is to confer directly with the person involved, whether it's a teacher, coach, or other staff member.

### **Step 2 – Contact the Principal or Department Administrator**

If your concerns are not resolved by contacting the staff member involved you should contact the building administrator. This will usually be the campus principal. The principal is in charge of each campus and is responsible for the school's operation. Explanations of policies and procedures, various clarifications and all types of campus information are available in the principal's office.

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

## Formal Grievance/Complaint Process

### **Step 3 – Level One Grievance/Complaint**

If steps 1 and 2 of the informal resolution process have not resolved your concern, you may file a formal **Level One** Grievance/Complaint using the form provided by the district. The grievance/complaint may be submitted by hand delivery, email, fax, or US mail to the Director of Student and Staff Services. The administrator assigned to conduct the grievance hearing conference shall investigate as necessary and shall provide the petitioner a written response within 10 District Business days following the proceeding.

### **Step 4 – Level Two Appeal**

If the petitioner does not receive the relief requested at the Level One grievance hearing conference, the petitioner may appeal the Level One decision. The appeal must be filed on the appropriate **Level Two** district form. The petitioner must submit the appeal within 10 days of the written Level One response to the Director of Student and Staff Services.

*\*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 grievance hearing conference, the petitioner may appeal the Level Two decision. The appeal must be filed on the appropriate **Level Three** district form. The petitioner must submit the appeal within 10 days of the written Level Two response to the Director of Student and Staff Services.

*\*For offenses that involve removal to DAEP, the Level 3 Hearing Officer's decision is final.*

## **Step 6 – Level Four Appeal**

If the petitioner does not receive the relief requested at the Level Three grievance hearing conference, the petitioner may appeal the Level Three decision to the Coppel ISD Board. The appeal must be filed on the appropriate **Level Four** district form. The petitioner must submit the appeal within 10 days of the written Level Three response to the Director of Student and Staff Services.

*Grievance/Complaints will be heard in accordance with the appropriate legal and local policies. Policies GF(Legal) and (Local) for Public concerns, FNG(Legal) and FNG(Local) for parent/student concerns & DGBA(Legal) and (Local) for employee concerns. All policies can be located on the Coppel website at [www.coppellisd.com](http://www.coppellisd.com).*