



Complaints & Concerns

Step 1: Contact appropriate school staff

- Parent should first conference directly with the individuals involved (teacher, coach, etc...).
- The majority of concerns are resolved by a conversation between those involved.

Step 2: Contact campus administrator

- Campus administrators are responsible for all of the school's processes and procedures.
- Campus administration can offer clarification of school policies and procedures.
- When necessary, conferences with involved parties can be arranged to work toward a solution.

Step 3: Contact Student Services Department

If *Step 1 and Step 2* have not resolved your concern, the **Wichita Falls ISD Student Services** office should be contacted (940-235-1029). If no other suggestions for relief are available, a Level I grievance form will be offered and Step 4 will be initiated when the form is submitted.

Step 4: Formal Complaint Process

- At this step, the *Formal Complaint Process* may be filed, if necessary.
- This process will be conducted in accordance with board policy [FNG\(Local\)](#).