



## Southeast High School – Student/Parent Complaint Policy



Southeast High School is committed to helping parents and families find equitable solutions when there are disagreements or misunderstandings about their child's education or learning environment. The goal of our conflict resolution process is to provide an avenue for parents and families to work with school staff and leadership to quickly resolve school-based concerns. Parents and families must follow the steps below to initiate a complaint.

### Classroom issues:

- **Step #1** – All classroom issues must begin with initial verbal or written communication with the teacher of record for the student. The teacher will work with you to find a quick resolution for your concerns.
- **Step #2** – If after filing a complaint with the teacher, you feel your concerns were not adequately resolved, you may make a formal, school level complaint to the Assistant Principal that oversees the student's grade level.

### School-Based issues:

- **Step #1** - All school-based issues must begin with an initial verbal or written complaint filed with the appropriate department. The department head will work with you to find a quick resolution for your concerns.
- **Step #2** - If after having filed a complaint at your school, you feel that your concerns were not adequately resolved by the department head, you may make a formal, complaint to the Assistant Principal that oversees that department.
- **Step #3** - If after having filed a complaint at your school, you feel that your concerns were not adequately resolved by the Assistant Principal, you may make a formal, complaint to the Principal.
- **Step #4** – If after having filed a complaint at your school, you feel that your concerns were not adequately resolved by the Principal, you may make a formal, complaint to district office of Student Services.

*If the student/parent does not feel the outcome was just, the student/parent can request the IB Coordinator convene the IB Honor Council to review the case. The Honor Council will consist of 7 members; five from Southeast Staff, one to two members of the School Advisory Council (SAC), and/or district personnel if needed. The Council will convene a hearing with all parties involved to hear the complaint and majority rule will decide the outcome.*

### **The School Board of Manatee County Office of Professional Standards states:**

The School District of Manatee County strives to hire the most competent and qualified staff to operate our schools and facilities. However, the District recognizes its responsibilities to effectively address employee misconduct and, where determined appropriate, to provide a measured disciplinary response consistent with due process. The Office of Professional Standards plays an integral role in the investigation of allegations of staff misconduct.

The Office of Professional Standards investigates violations of established District policy and ethical violations of the Principles of Professional Conduct for the Education Profession in Florida. Allegations of misconduct that are found to violate criminal law statutes are promptly reported to local law enforcement for investigation.

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