

**Sec. 3.30.1. GUIDING PRINCIPLES**

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

**Sec. 3.30.1.1. Informal Process**

Life School encourages students and parents to discuss their concerns with the appropriate teacher, Principal, or other campus administrator who has the authority to address the concerns. Concerns should be expressed as soon as possible to allow early resolution at the lowest possible administrative level.

**Sec. 3.30.1.2. Grievance Procedures**

The Superintendent or designee shall develop a detailed grievance process; this process shall recognize the Board’s final authority to hear or decide parent and student grievances. The grievance process 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.

The Superintendent or designee shall ensure that the detailed grievance process is made available to students and parents through the Student Handbook.

**Sec. 3.30.1.3. Board Consideration of Student and Parent Grievances**

The Board shall retain final authority to hear or decide parent and student grievances. *19 TAC 100.1033(b)(14)(C)(i)*.

The Board may conduct a closed meeting when hearing or deciding a parent or student grievance as allowed by applicable law. *Gov’t Code Ch. 551, Subch. D*.

**Sec. 3.30.1.4. Freedom from Retaliation**

Neither the Board nor any Life School employee shall unlawfully retaliate against any student or parent for bringing a concern or complaint.

**Sec. 3.30.2. COMPLAINTS REGARDING THE FREE AND REDUCED PRICE MEAL PROGRAM**

The following procedures apply to all complaints made by parents regarding Life School’s administration of the Free and Reduced Price Meal Program:

1. Parents with concerns or complaints will be directed to the Child Nutrition Director for the appropriate campus.
2. The parent will complete a Complaint Form that is available in the front office. Completed forms must be returned to the campus Child Nutrition Director. Life School will forward

all written complaints to the Food and Nutrition Division, Texas Department of Agriculture.

3. If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form (AD-3027), found online or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to the U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at [program.intake@usda.gov](mailto:program.intake@usda.gov).