

Grady ISD Grievance Process Clarification

(Effective 2025–2026 School Year)

Purpose

Grady ISD recognizes the importance of open communication and transparency in resolving student, parent, and community concerns. The district’s grievance process provides a formal structure for addressing complaints in a fair, consistent, and timely manner, as required under Texas Education Code §26.011 and Board Policy FNG (LOCAL).

Informal Resolution (Encouraged)

Before filing a formal grievance, individuals are encouraged to seek informal resolution by discussing concerns directly with the involved staff member, campus administrator, or department head.

- Informal efforts do not extend formal filing deadlines except by mutual written agreement.
- The district encourages informal discussions to occur as soon as possible after the event giving rise to the concern.

Formal Grievance Filing Timelines

To ensure timely resolution, the following filing and appeal deadlines apply to all student and parent grievances:

Stage	Filing Deadline	Description / Action
Level One	Within 90 calendar days	File using the Grady ISD Student & Parent Complaint Form – Level One and submit to the appropriate campus administrator or superintendent’s designee.
Level Two (Appeal)	Within 10 business days	Submit written appeal to the superintendent or designee.

Level Three (Board Appeal)	Within 10 business days	Submit a written appeal to the Board of Trustees via the superintendent's office.
Informal-to-Formal Window	Up to an additional 30 days (maximum 120 days total)	If informal resolution is attempted, the filing deadline may extend if both parties document this agreement in writing.

Grievance Form Submission Options

Formal grievances may be submitted by:

- Hand delivery to the campus or district office
- Email to the designated grievance contact
- U.S. Mail postmarked by the filing deadline
- Online submission via the Grady ISD Grievance Google Form

All grievances must include sufficient factual detail, the date of the event, prior attempts at resolution, and the remedy sought.

District Review and Response

- Each grievance will be reviewed in accordance with FNG (LEGAL) and FNG (LOCAL).
- The district will acknowledge receipt of a grievance within five (5) business days.
- Written responses will be provided within 15 business days of each conference, unless mutually extended in writing.

Recordkeeping and Confidentiality

All grievance documentation will be maintained by the district in accordance with the Texas Public Information Act and FERPA requirements. Personal information and student records will remain confidential to the fullest extent allowed by law.

Notice to Complainants

Failure to meet filing timelines may result in dismissal of the grievance. A dismissed grievance may be refiled if within the allowable filing period. Complainants are encouraged to retain a copy of all documents submitted.

Contact for Questions

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