

## STUDENTS

## IN GENERAL

§8-10      Comments and Complaints

## A.            Statement of Principle

The purpose of this policy is to provide guidelines for Loudoun County residents, including parents and students, to follow to offer input, comments, suggestions and complaints to school officials.

## B.            Precedence

This policy governs all written comments and complaints not governed by other policies. Procedures enumerated in other policies supersede those created in this policy.

## C.            Definitions

“Parents and students” includes current students, parents of current students or other persons who enrolled a current student.

“Complainant” refers to a Loudoun County resident, including parents and/or students who have submitted a complaint.

“Respond” means to provide a written assessment of the complaint. “Respond” does not connote a decision, agreement or resolution.

“Business days” refers to days in which LCPS administrative offices are open.

## D.            Procedures In Schools For Parents and Students

Building principals shall establish appropriate procedures within their schools for encouraging, soliciting and receiving input, comments, suggestions and complaints from parents and students.

Parents and students with complaints should attempt to resolve their concerns first with the staff at their child’s school, beginning with, where applicable, the teacher, school assistant principal or principal.

Parents and students may submit questions and concerns to teachers and school administrators through any means they choose, and are strongly encouraged to do so.

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## E.            Comment and Complaint Form

Loudoun County residents with comments or complaints must use the comment and complaint form developed by the Superintendent.

The comment and complaint form shall be distributed at least once annually to all parents and students and shall be accessible to Loudoun County residents, at all times through individual school offices, electronically upon request from individual schools or the Superintendent's office, and via the LCPS website and each school's website.

The comment and complaint form will record the child's school, if applicable.

The form will include an optional section for the complainant to categorize a complaint. This section will include various common categories, and a space for categories not listed.

The School Board shall be provided full unabridged access to comments and complaints received through the LCPS comment and complaint system. A quarterly report summarizing comments and complaints received and their resolution status shall be provided to the School Board. All personally identifiable information shall be redacted from reports to the School Board.

## F.            Timeline

Persons submitting comments and/or complaints will receive an acknowledgement of receipt of a comment and complaint form in writing within 5 business days of receipt. If filed with the Principal, the principal or the principal's designee will respond in writing to complaints within 30 calendar days of receipt.

Within 30 calendar days of the principal's response, the complainant may file an appeal to the Superintendent.

The Superintendent or the Superintendent's designee will acknowledge appeals in writing within 5 business days of receipt and comments and/or complaints filed initially with the Superintendent, and respond in writing within 30 calendar days of receipt.

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G.            Retaliation

Retaliation against parents or students who file complaints or participate in the related proceedings is strictly prohibited, and any alleged retaliation shall be reviewed and dealt with appropriately by the Superintendent or other appropriate administrator.

H.            Multiple Complaints

Multiple complaints regarding substantively the same issue, whether submitted by one or more complainant, may be treated as a single complaint for the purposes of statistical tracking and response requirements.