



**TEXARKANA ARKANSAS SCHOOL DISTRICT
PUBLIC COMPLAINT FORM**

(Please see reverse side of form for complete instructions.)

CONFIDENTIALITY SHALL BE MAINTAINED TO THE FULLEST EXTENT ALLOWED BY LAW

_____	_____	_____
Name of Parent/Guardian/Member of Public	Home Phone	Work Phone
_____	_____	_____
Name of Your Child/Student (If Applicable)	School	Date
_____	_____	_____
Address	City	Zip

Please list/indicate what steps you have already taken to resolve this concern. If you have not attempted to resolve this issue at Level 1, please do so before using this form.

I talked with the teacher/employee	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Date _____
I talked/met with principal/supervisor	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	Date _____

Comments:

Statement of Concern: (Please attach additional information as necessary.)

Desired resolution:

Signature of parent/guardian/member of public _____

Note to Individual Filing Concern: Keep a copy for your reference. Mail or deliver a copy to the Office of the Assistant Superintendent of Elementary or Secondary Education, or the Superintendent of Schools Office, 3435 Jefferson Avenue, Texarkana, AR 71854.

DO NOT WRITE BELOW THIS LINE – SCHOOL USE ONLY

Resolution: (Please attach additional information if necessary.)

_____	_____
Signature of Administrator	Date

Copy – School/Department Site Administrator	DATE RECEIVED IN DISTRICT OFFICE
Copy – Office of the Superintendent of Schools	
Copy – Office of Assistant Superintendent of Elementary or Secondary Education	

PROCESS FOR RESOLVING CONCERNS

Because parents, educators, and members of the public share the goal of making school experiences rewarding for children, it is in the best interests of all parties to resolve school-related concerns as quickly and effectively as possible. The best solutions are those which involve input from those closest to the concern; typically, the parent and/or guardian, teacher and/or principal.

With that in mind, the district has established a process for resolving concerns which provides opportunities for resolution at several levels:

Level 1 This consists of informal discussion between the persons having a concern and personnel at the school or location of the concern. Most problems are resolved at this level. Individuals with concerns should bring them to the attention of the employee(s) and/or supervising staff. Timelines for resolution can be mutually established at that time. It is not necessary to complete this form if the individuals involved are attempting to resolve, or have resolved, a concern at this level.

Level 2 Concerns must be put in writing on the Public Complaint Form and either mailed or delivered to the appropriate administrator.

1. Office of the Assistant Superintendent of Elementary Education
2. Office of the Assistant Superintendent of Secondary Education
3. Office of the Superintendent of Schools

The appropriate administrator will acknowledge the complaint of the concerned party within three (3) school days of receiving this form. After the administrator has conducted a thorough investigation, she/he will contact all parties involved with a recommendation for resolving the issue. It may take up to ten (10) school days from the date the form was received in the district office until a resolution is proposed.

If these measures do not produce mutually satisfying results, you may proceed with the process of requesting placement on the agenda of a regular meeting of the Board of Education. Please contact the executive assistant to the Superintendent's Office for guidelines established in Policy 1.14.