



SCHOOL BOARD OF BREVARD COUNTY, FLORIDA  
**School Board Policy Executive Summary**  
 Form D

<b>Policy Number:</b>	5710
<b>Title of Policy:</b>	<b>Student And Parent/Legal Guardian Complaints</b>
<b>Cabinet Member:</b>	Christine Moore
<b>Purpose of Revisions:</b>	The purpose of the proposed revisions to the policy is to ensure compliance with all applicable federal and state laws, Florida State Board of Education Rules, Board policies, administrative rules, procedures, and guidelines. In addition, the proposed revisions promote transparency and accountability.
<b>Tentative Schedule:</b>	<ul style="list-style-type: none"> <li>• Cabinet – 9/26/22 (Have to Legal by the week prior to Cabinet)</li> <li>• Work Session – 10/11/22</li> <li>• Rule Development (Public Hearing) – 10/25/22</li> <li>• School Board Meeting Information – 10/25/22</li> <li>• School Board Meeting Approval – 12/13/22</li> <li>• Effective Date – upon approval</li> </ul>
<b>Summary of Proposed Policy Revisions:</b>	<p>Specific revisions include:</p> <ul style="list-style-type: none"> <li>• Implement provisions to provide parent/legal guardians processes to resolve concerns with the implementation of F.S. 1001.42(8)(c) at their school.</li> <li>• These proposed revisions do encompass the suggested language from NEOLA.</li> </ul>
<b>Specific Authority:</b>	F.S. 1001.42 F.S. 1002.20 F.S. 1012.796
<b>Next Steps:</b>	<ul style="list-style-type: none"> <li>• Administrative procedure 5780</li> <li>• Training for BPS employees regarding revisions to policy and revised procedures</li> </ul>

**Current  
Version**

BPS Current

## **5710 - STUDENT COMPLAINTS**

The Board recognizes that, as citizens, students have the right to request redress of grievances. Further, the Board believes that the inculcation of respect for lawful procedures is an important part of the educational process. Accordingly, individual and group complaints should be provided for and appropriate appeal procedures implemented.

For purposes of this policy, a student complaint shall be any such that arises out of actions, procedures, and policies of this Board or its employees or the lack of such policy or procedure.

The Board or its employees will hear the complaints of the students of this District provided that such complaints are made according to procedures established by Board Policy [2260.01](#).

F.S. 1002.20, 1012.796

# Neola Template



Book: Local Policies for Update

Section: Vol. 23, No. 1, June 2022

Title: Revised Policy - Vol. 23, No. 1, June 2022 - STUDENT AND PARENT COMPLAINTS

Number: po5710

## Revised Policy - Vol. 23, No. 1

### 5710 - **STUDENT AND PARENT COMPLAINTS**

The School Board recognizes that, ~~as citizens,~~ students and parents have the right to request redress of certain grievances. Further, the Board believes that the inculcation of respect for lawful procedures is an important part of the educational process. ~~Accordingly, individual and group complaints should be provided for and appropriate appeal procedures implemented.~~

For purposes of this policy, a student or parent complaint shall be any such complaint that arises out of actions, procedures, and policies of this Board or its employees or the lack of such policy or procedure.

Except as otherwise specified in other policies of the Board and the section below, complaints will be addressed as set forth in Board Policy 9130.

### **Parent Complaints Regarding Concerns with the Implementation of F.S. 1001.42 (8)(c) at Their Child's School**

Any parent with a concern regarding the implementation of the provisions of F.S. 1001.42 (8)(c) at their child's school may file a written complaint with the school's Principal.

The written complaint can be provided in a format chosen by the parent.

The written complaint must be delivered to the Principal of their child's school via hand delivery, U.S. Mail, or

e-mail.

Upon receipt of the written complaint, the Principal will review the concerns and communicate with those involved. The Principal, after reviewing the concerns and communicating with those involved, may meet with the parent (in-person or electronically) to try to resolve the complaint informally. This process must be complete within seven (7) calendar days of receipt of the parent's written complaint.

If the parent notifies the Principal of their child's school that their written complaint remains unresolved, the Principal shall notify the Superintendent. The District must, within thirty (30) days after such notification from the parent, either resolve the complaint to the parent's satisfaction or provide a written statement of the reasons for not resolving the concern.

If a concern is not resolved by the District, a parent may seek to pursue those remedies available under F.S. 1001.42 (8)(c)7.b.(I-II).

~~The Board or its employees will hear the complaints of the students of this District provided that such complaints are made according to procedures established by Board Policy 9130.~~

F.S. 1001.42

F.S. 1002.20

F.S. 1012.796

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Legal References

F.S. 1002.20

F.S. 1012.796

F.S. 1001.42

# Redline Draft

## **5710 - STUDENT AND PARENT/LEGAL GUARDIAN COMPLAINTS**

- ~~A.~~ The Board recognizes that ~~as citizens,~~ students and parents/legal guardians have the right to request redress of certain grievances. Further, the Board believes that the inculcation of respect for lawful procedures is an important part of the educational process. ~~Accordingly, individual and group complaints should be provided for and appropriate appeal procedures implemented.~~
- ~~B.~~ For purposes of this policy, a student or parent/legal guardian complaint shall be any such that arises out of actions, procedures, and policies of this Board or its employees or the lack of such policy or procedure.
- ~~C.~~ ~~The Board or its employees will hear the complaints of the students of this District provided that such complaints are made according to procedures established by Board Policy 2260.01. Except as otherwise specified in other policies of the Board and the section below, complaints will be addressed as set forth in Board Policy 9130\*.~~
- D. Parent/Legal Guardian Complaints Regarding Concerns with the Implementation of F.S. 1001.42 (8)(c) at Their Child's School
1. Any parent/legal guardian with a concern regarding the implementation of the provisions of F.S. 1001.42 (8)(c) at their child's school may file a written complaint with the school's Principal.
  2. The written complaint can be submitted using the Resolution of Dispute form as provided in AP5780.
  3. The written complaint must be delivered to the Principal of their child's school via hand delivery, U.S. Mail, or e-mail.
  4. Upon receipt of the written complaint, the Principal will review the concerns and communicate with those involved. The Principal, after reviewing the concerns and communicating with those involved, may meet with the parent/legal guardian (in-person or electronically) to try to resolve the complaint informally. This process must be complete within seven (7) calendar days of receipt of the parent's/legal guardian's written complaint.
  5. If the parent/legal guardian notifies the Principal of their child's school that their written complaint remains unresolved, the Principal shall notify the Superintendent, or designee. The District must, within thirty (30) days after such notification from the parent, either resolve the complaint to the parent's/legal guardian's satisfaction or provide a written statement of the reasons for not resolving the concern.
  - ~~4.~~ If a concern is not resolved by the District, a parent/legal guardian may seek to pursue those remedies available under F.S. 1001.42 (8)(c)7.b.(I-II).
  - 6.

~~F.S. 1002.20, 1012.796~~

\*(Policy 9130 as referenced in above subsection C will become effective upon Board approval no later than February 28, 2023).

F.S. 1001.42

F.S. 1002.20

F.S. 1012.796



**Revised**

**Legal References**

**F.S. 1001.42**

**F.S. 1002.20**

**F.S. 1012.796**

**F.S. 1001.42**

# Clean Version

## **5710 - STUDENT AND PARENT/LEGAL GUARDIAN COMPLAINTS**

- A. The Board recognizes that students and parents/legal guardians have the right to request redress of certain grievances. Further, the Board believes that the inculcation of respect for lawful procedures is an important part of the educational process.
- B. For purposes of this policy, a student or parent/legal guardian complaint shall be any such that arises out of actions, procedures, and policies of this Board or its employees or the lack of such policy or procedure.
- C. Except as otherwise specified in other policies of the Board and the section below, complaints will be addressed as set forth in Board Policy 9130\*.
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  6. If a concern is not resolved by the District, a parent/legal guardian may seek to pursue those remedies available under F.S. 1001.42 (8)(c)7.b.(I-II).

\*(Policy 9130 as referenced in above subsection C will become effective upon Board approval no later than February 28, 2023).

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Revised \_\_\_\_\_

Legal References  
F.S. 1001.42  
F.S. 1002.20  
F.S. 1012.796