



DENTON
INDEPENDENT SCHOOL DISTRICT



2025

COMPLAINT RESOLUTION GUIDEBOOK

The Complaint Resolution Guidebook is designed to provide clear, consistent guidance for addressing and resolving concerns within Denton ISD in a respectful, timely, and effective manner. It outlines the procedures and expectations for students, parents, employees, and community members who wish to express a grievance or lodge a formal complaint.



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COMPLAINT RESOLUTION

This guidebook:

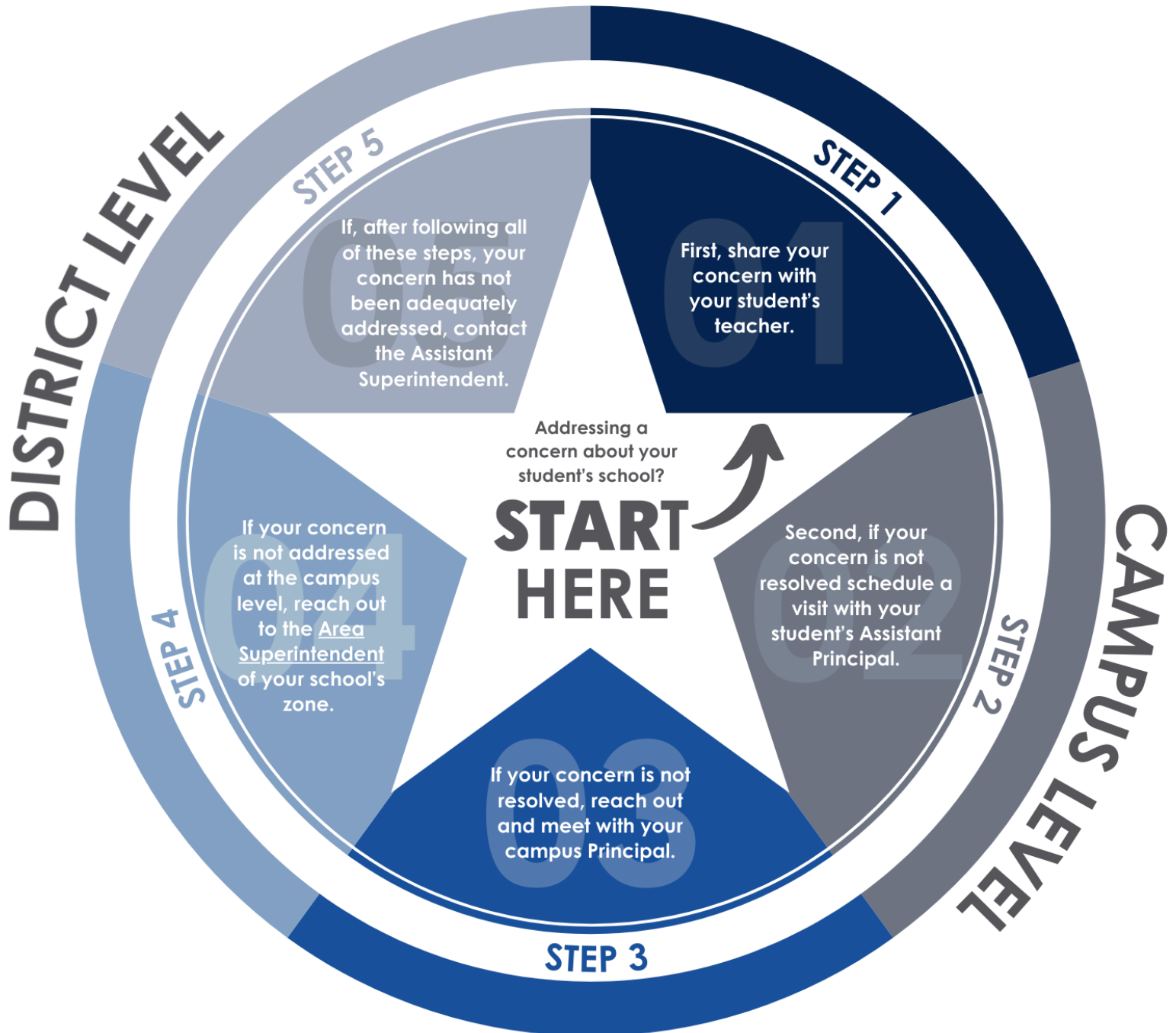
- Defines types of complaints (e.g., student/parent, employee, public)
- Details the appropriate steps to resolve issues at the lowest level possible, often beginning at the campus or department level
- Explains escalation procedures if a resolution is not reached at the initial level
- Identifies key district personnel responsible for handling specific types of complaints
- Provides timelines for response and resolution
- Ensures compliance with applicable state and federal laws, including Title IX, Section 504, and other civil rights protections
- Emphasizes confidentiality, fairness, and a non-retaliatory environment for all parties involved

This guidebook aims to foster a culture of transparency and accountability while supporting positive relationships among students, families, staff, and administrators.



COMMUNICATION STARTS HERE

In Denton ISD, we believe our schools are a reflection of our community. Our mission to empower life-long learners to become engaged citizens who positively impact our local and global community can only be accomplished through open and honest conversation between our families and staff. To efficiently address any concern families may have, we strongly encourage all communication to begin at the level closest to the concern.





BULLYING & CYBERBULLING

Denton ISD believes that all students must feel safe and secure in order to achieve their academic potential. Denton ISD employs a preventative approach to bullying through maintaining a positive school climate.

Step 1

Not all peer conflict constitutes bullying. Peer conflict is a normal part of child development. To determine if what your child is experiencing constitutes bullying, visit the [Denton ISD Counseling & Social Work webpage](#). If you feel that bullying has occurred, reach out to your campus administration for next steps.

Step 2

Upon receipt of the allegations of bullying, the assigned investigator will notify the complainant and the alleged perpetrator that the District has initiated an investigation into the allegations.

Step 3

The investigator will make every effort to complete the investigation within 10 district business days of the receipt of the allegations by the district.

If more time is required to complete a thorough investigation, the investigator will provide written notice to the complainant and the alleged perpetrator that additional time will be required.

Step 4

The investigator will complete and send a findings letter to both the complainant and the alleged perpetrator.

Step 5

If the complainant chooses to appeal the findings, the complainant must appeal the findings within 60 calendar days in accordance with the FNG/DGBA procedure.

TITLE IX COMPLAINTS

Receipt of Complaint

Upon receipt of a formal complaint that does not necessitate the involvement of CPS or law enforcement, the Campus Title IX Coordinator will share the Title IX Complaint Process, supportive measures that will be provided, and a copy of Board Policies FFH (LEGAL) and FFH (LOCAL) with both the Complainant and the Respondent.

Investigation

The investigator will conduct a thorough investigation including interviews with all parties and witnesses, gathering documentation, and reviewing any additional relevant evidence.

Upon completion of the investigation, the investigator will share a draft investigation report with both the Complainant and Respondent. The parties will have 10 calendar days in which to respond to the draft report.

After receiving the responses to the draft report, if any, the investigator will finalize the investigation report and share the final report with both parties and the assigned decision-maker.

Decision

The decision-maker will review all of the evidence and the final investigative report to render a decision regarding the complaint. The decision-maker will then inform all parties of the decision and provide information about the process of appealing the decision.

Either party may appeal the decision within 10 days of the issuance of the decision on the following bases:

- Procedural irregularity
- New evidence that was not available at the time of the investigation
- Conflict of interest or bias

Appeal

Appeals are conducted by the district-wide Appeals Committee which consists of the General Counsel, Executive Director of Human Resources, and Director of Student Services. The Appeals Committee will notify all parties that a request for appeal has been filed and the parties have 10 calendar days to submit statements regarding the appeal.

The Appeal Committee will review all of the evidence and the statements of the parties and issue a written decision. The decision of the Appeals Committee is final.



STUDENT, PARENT, EMPLOYEE, & COMMUNITY COMPLAINTS

LEVEL 1

The complaint must be filed within 60 calendar days of the date the complainant became aware, or should have become aware of the incident or decision that is the basis of the allegation.

If the complaint was properly and timely filed, the hearing officer will contact the complainant within 10 calendar days of the district's receipt of the complaint to schedule a conference.

If the complaint was not properly and timely filed, the hearing officer will dismiss the complaint.

The hearing officer will conduct the conference and complete an investigation. The hearing officer will provide a written response to the complainant within 20 calendar days of the conference.

LEVEL 2

The complainant may appeal a level I decision through the complaint portal if they submit the appeal within 20 calendar business days of the date of the Level I response. The appeal must be submitted by close of business (5:00PM) on the 20th calendar day.

If the appeal was properly and timely filed, the hearing officer will contact the complainant within 10 calendar days of the district's receipt of the appeal to schedule a conference.

If the appeal was not properly or timely filed, the hearing officer will dismiss the appeal.

The hearing officer will conduct the conference and review the Level I record. The hearing officer will provide a written response to the appeal within 20 calendar days of the conference.

LEVEL 3

The complainant may appeal a level II decision if they submit the appeal within 20 calendar days of the date of the Level II response. The appeal must be submitted by close of business (5:00PM) on the 20th calendar day.

If the appeal was properly and timely filed, General Counsel will inform the Board of Trustees and provide them with a copy of the Level II record.

If the appeal was not properly and timely filed, General Counsel will dismiss the appeal.

General Counsel, in consultation with the Board President, will identify the Board Meeting at which the appeal will be considered



RESOURCES & CONTACT INFORMATION

Denton ISD Board Policy

Denton ISD is committed to transparency, accountability, and the consistent application of established procedures. Comprehensive information about the district's complaint process is outlined in Board Policy. To access these policies, visit www.dentonisd.org, navigate to the **Board of Trustees** webpage, and click on the link titled "**District and Board Policy**."

Complaint Filing Requirements

All complaints must be properly and timely filed in accordance with Denton ISD Board Policy and the Administrative Complaint Process. Complaints that are not properly and timely filed will be dismissed. Grounds for dismissal include:

- Complaint filed outside of required timelines;
- Content of complaint has been rendered moot;
- Complaint filed regarding an issues that has been previously addressed in a prior complaint;
- Complaint regarding conduct by a party other than the District or its agent;
- Complaint only includes requested remedies that cannot be legally granted by the District;
- Complaint includes no requested remedies;
- Complaint includes only remedies that have already been granted;
- Complaint is missing any required information as indicated on the complaint form;
- Complaint is regarding a decision or incident that has not yet occurred; or
- Any combination of the above.

How to File a Complaint

Complaint forms can be emailed to complaintresolution@dentonisd.org



Any student, parent, employee or community member who wishes to file a complaint must fill out this form completely and email it to complaintresolution@dentonisd.org. All complaints will be processed in accordance with policies FNG(LEGAL and LOCAL), DGBA(LEGAL and LOCAL), and GF(LEGAL and LOCAL). Please use additional sheets of paper as necessary to completely respond. Failure to give complete details, including dates, will prevent those details from being considered in resolution of the grievance. Copies of any documents that support the complaint should be attached to the complaint form. If the student or parent does not have copies of these documents, they may be presented at the Level One conference. After the Level One conference, new documents may only be submitted if the student or parent did not know and with reasonable diligence could not have known of the existence of the documents.

Type of Complaint ☐ **Parent/Student** ☐ **Employee** ☐ **Community Member**

Level of Complaint (1, 2, or 3)_____

1.Name of complainant (If parent, list name of student in addition to your name): _____

2.Campus: _____ Grade Classification: _____

3.Complainant email and telephone number:_____

4.Please state the first date of the event or series of events causing the complaint.

5.Please state your complaint, including the harm that you allege to have occurred.

6.Please state the remedy you are seeking.

7.Please state specific facts of which you are aware to support your complaint. List in de-tail and include dates when applicable:

Grievance may be hand-delivered to 1307 N. Locust Street, Denton 76201 or emailed to complaintresolution@dentonisd.org.