



Complaints & Concerns

Step 1: Contact appropriate school staff

- Parent should first conference directly with the individuals involved (teacher, coach, etc...).
- The majority of concerns are resolved by a conversation between those involved.

Step 2: Contact campus administrator

- Campus administrators are responsible for all of the school's processes and procedures.
- Campus administration can offer clarification of school policies and procedures.
- When necessary, conferences with involved parties can be arranged to work toward a solution.

Step 3: Contact Student and School Support Department

- If *Step 1 and Step 2* have not resolved your concern, the **Lubbock ISD office of Student and School Support** should be contacted.
- A meeting involving the Assistant Superintendent for Student and School Support can be arranged in an effort to reach a resolution.

Step 4: Formal Complaint Process

- At this step, the *Formal Complaint Process* may be filed, if necessary.
- This process will be conducted in accordance with board policy [FNG\(Local\)](#)

