Ferndale School District
English Language Learner
Complaint Procedures

In accordance with Board of Education Policy #9130, Public Complaints, the following information is provided to help students, parents or community members to express a concern or complaint should they wish to do so.

Complaints from individuals concerning instruction, discipline, programming, or learning materials are to be directed to the appropriate level for a response according to the following sequence:

A. Classroom Teacher or English Language Teacher
B. Principal
C. Deputy Superintendent, Henry Gold
D. Superintendent, Gary Meier

Using the above listed parties, when expressing a complaint, the parent, student, or community member must first speak with the involved employee to try to settle the matter. If the problem is not settled after speaking with the person most directly related to the concern or complaint, then the matter should be discussed with the employee’s immediate supervisor.

If after having the informal conference with the employee’s supervisor the matter is not resolved, a complaint may be filed with the district within five (5) school days of the informal conference occurring. The written complaint shall be competed on the District Complaint Form. The form is available from the Superintendent’s office, which is located at 2920 Burdette, Ferndale, Michigan, or by calling Kim Shephard, Administrative Assistant to the Superintendent, at (248) 586-8652.

The written complaint shall include the following:

A. A description of the situation including the date, time, place and those present.
B. A suggestion about how the problem can be solved.
C. Information about why the discussion with the employee and his/her supervisor was not satisfactory.

Within five (5) days of receiving the completed complaint form, the supervisor in charge will investigate the complaint and notify the complainant and the employee involved of the decision. If the decision is not satisfactory to the complainant, a meeting may be requested within ten (10) school days with the Superintendent or his/her designee. All parties will be allowed to express their views and discuss the program. The Superintendent/designee will notify the parties of his decision within five (5) school days.