

## **Discipline Complaint Procedures**

MPSD takes seriously all concerns and complaints by students and parents. Parents are encouraged to address all concerns to school personnel. If the complaint is not resolved at the school site, parents are encouraged to contact the MPSD Central Office at 1019 25<sup>th</sup> Avenue, Meridian, Mississippi, or by telephone at (601) 483-6271. Parent complaints may be submitted in verbal or written form. The discipline complaint form is also available on the district website at [www.mpsdk12.ms.us](http://www.mpsdk12.ms.us).

All complaints concerning discipline received at the MPSD Central Office are addressed by the MPSD Department of Student Services. All complaint information is handled confidentially and information is only shared with those who need to know in order to resolve the complaint.

If a complaint cannot be resolved swiftly by the person responsible for the issue being complained about, complaints are relayed to the PBIS Office for investigation and appropriate action by the PBIS Director. Complaints involving other offices within MPSD will be relayed to personnel within those offices for appropriate action. Any investigation about a complaint against district personnel will provide an opportunity for the person being complained about to respond.

A response to all complaints will be made within a timely manner upon completion of the investigation. Complainants will be informed of the action taken to investigate the complaint, conclusions from the investigation, and any action taken to resolve the complaint. A complaint that is not resolved to the satisfaction of the complainant will be relayed to an appropriate Assistant Superintendent. Complainants may request a conference with the Superintendent for unresolved complaints.