

**FORMAL CONCERN FORM**

(Reference: [www.hcpss.org/formal\\_concern](http://www.hcpss.org/formal_concern))

**Howard County Public School System**  
10910 Clarksville Pike, Ellicott City, MD 21042  
(410) 313-6600



**PART 1 – Completed by the parent, guardian, student, or child’s custodian and submitted to the school principal. If concern is with the school principal, the form may be submitted directly to the Community Superintendent.**

Your Name: \_\_\_\_\_  
Last First Middle Initial

Phone: Day \_\_\_\_\_ Work \_\_\_\_\_ Cell \_\_\_\_\_

Address: \_\_\_\_\_  
Street City Zip

Concerning Which School or Central Office Department: \_\_\_\_\_

Step 1: Date of contact with Staff Member involved: \_\_\_\_\_ Staff Name: \_\_\_\_\_

Step 2: Date of contact with School Principal: \_\_\_\_\_ Principal’s Name: \_\_\_\_\_

**Please state your concern:** *(Attach additional sheets and documentation, if necessary.)*

**Action Requested:** *(Attach additional sheets and documentation, if necessary.)*

**Signature:** \_\_\_\_\_ **Date Submitted:** \_\_\_\_\_

**Part 2 – To be completed by the school administration**

Date Received: \_\_\_\_\_ Initials: \_\_\_\_\_ Date of Extension Notification: \_\_\_\_\_ Initials: \_\_\_\_\_  
*If applicable*

Date Contact Made: \_\_\_\_\_ Date of Meeting: \_\_\_\_\_  
*Within 3 days of receipt*

Action on Concern:  Granted  Denied  
*(Complete and send within 10 days of the meeting. If denied, forward copy to Community Superintendent)*

Community Superintendent: \_\_\_\_\_  
Name Phone email

**Reason:** *(Must be completed if denied or justification for extension.)*

*If you wish to request a review of the principal’s decision, you may do so by forwarding this completed form with a note explaining your reason for disagreement to the Community Superintendent for this location. (Refer to [www.hcpss.org/FormalConern](http://www.hcpss.org/FormalConern) for questions)*

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
Administrator

## FORMAL CONCERN FROM THE PUBLIC

Please see [www.hcpss.org/formal-concern](http://www.hcpss.org/formal-concern) for detailed information and answers to frequently asked questions.

### **Level 2: Formal Process – School Level Meeting and Documentation**

The first part of the concern process is Level 1 Informal – School Level, where contact is made to explain the concern with the staff member directly involved. This is documented in the formal process as Part 1 of this form. Complete Part I and return it to the principal's office. You may attach descriptive or supportive information to the form. Keep a copy of the form and any attachments. If you have already met with the principal as part of the Level 1 Informal Process, you can forward this form with Part 1 completed and signed to the Community Superintendent for your area along with documentation of the principal's denial of your request. Contact information for the Community Superintendents may be found at <http://www.hcpss.org/contact-us/community-superintendents/>.

When your complaint form is received at the school or office, the principal or designee should contact you within three (3) school days to establish a date and time to discuss your concern, if a discussion has not already occurred. Usually, this will take place as soon as possible or within a maximum of ten (10) school days.

Within ten (10) work days of the meeting, the principal/supervisor should respond to you in writing with a decision. If your requested action is denied, the principal will forward a copy of the form to the Community Superintendent.

Sometimes a complaint or its resolution may be too complicated or, for other reasons, cannot be decided within ten (10) school days. In such cases, the principal/supervisor will contact you within the first ten (10) days and arrange for an extension of the decision for no more than an additional ten (10) school days.

### **Level 3: Formal Process – Central Office Review**

**If you are not satisfied with the written decision of the school principal**, or if you do not receive a reply to your formal complaint within the specified time, you may forward your HCPSS Formal Concern Form to the Community Superintendent, with a note explaining the basis for disagreeing with the decision.

The Community Superintendent/designee will respond, using a procedure and time limits similar to those followed by the principal/supervisor. A written response on the review will be provided within ten (10) school days after receiving the formal concern form.

**If you are not satisfied with the written decision of the Community Superintendent**, or if you do not receive a reply to your formal complaint within the specified time, you may request that your complaint be considered by the Chief School Management and Instructional Leadership Officer or designee. If you request further review, forward the HCPSS Formal Concern Form to the Chief School Management and Instructional Leadership Officer, with a note explaining the basis for disagreeing with the decision.

The Chief School Management and Instructional Leadership Officer/designee will respond, using a procedure and time limits similar to those followed by the principal/supervisor. A written response on the review will be provided within fifteen (15) school days after receiving the formal concern form.

### **Further possible appeals**

The Chief School Management and Instructional Leadership Officer serves as the Superintendent's designee for the formal concern process. The Superintendent's designee operates under the authority of the Superintendent, and is the last step in the formal concern process. In some matters, Board policy may include a right of appeal to the Board.