



## **Grievance Procedure for Students Receiving Private Duty Nursing and/or Personal Care Services**

### **2023-2024 School Year**

#### **I. Introduction**

This grievance procedure is established to ensure that students receiving private duty nursing and personal care services within the Wentzville R-IV School District (the “District”) have a clear and accessible means to address concerns related to the services they receive. The District is committed to upholding the rights and dignity of all students, in accordance with our published Bill of Rights.

#### **II. Scope**

This procedure applies specifically to students who receive private duty nursing and/or personal care services as part of their public school education.

Any student with an IEP or a 504 Plan, or their parents, who seek to modify the private duty nursing or personal care services being provided pursuant to an IEP or 504 Plan must initiate that process through the student’s IEP team or multidisciplinary team.

For students with IEPs, please refer to the [IDEA's Procedural Safeguards](#) and [The Parent's Guide to Special Education in Missouri](#).

For students with Section 504 Plans, please refer to the District’s [Procedural Safeguards](#).

For additional information, please contact your student’s case manager or 504 specialist and refer to Board Policy 2250, Policy and Regulation 6255, and Policy and Regulation 6255

Any grievances filed on behalf of a student with an IEP or Section 504 Plan will be redirected to that student’s IEP team or multidisciplinary team, as the case may be, for resolution.

#### **III. Grounds for Grievance**

Grievances may be filed for issues including non-compliance with the Participants’ Bill of Rights, concerns about the quality of services provided by the private duty nurse or personal care service provider, or the conduct of service personnel.

## **IV. Procedure for Filing a Grievance**

### **A. Step 1: Initial Complaint**

Complaints should be submitted in writing to the District's Executive Director of Student Services. The complaint should give specific details about the grievance and the desired outcome. The Executive Director of Student Services or designee will acknowledge within 5 school days of receipt.

### **B. Step 2: Investigation**

An impartial investigation will be conducted, maintaining confidentiality.

This may involve discussions with relevant personnel, review of service records, and consultations with legal counsel.

The investigation will be completed within 15 school days, unless a longer period is necessary.

### **C. Step 3: Resolution**

A resolution plan will be formulated and may include actions such as service adjustments, staff training, or modifications to the student's private duty nurse or personal care services.

If the complaint involves a student who receives services through an IEP or Section 504 plan, then the student's IEP team or Section 504 team may be needed to be convened to discuss any service adjustment or modifications to the student's IEP or 504 Plan.

The complainant will be informed of the resolution within 20 school days of the complaint submission.

## **V. Appeals Process.**

If unsatisfied with the resolution, the complainant may appeal to the Deputy Superintendent of Students and Schools by filing a written notice of appeal within 10 school days of the date of the written resolution of the complaint.

## **VI. Non-Retaliation Assurance.**

The District strictly prohibits retaliation against any student or guardian for filing a grievance.

## **VII. Record Keeping.**

Records of all grievances and resolutions will be maintained confidentially in compliance with FERPA.

## **VIII. Accessibility of the Grievance Procedure.**

This procedure will be made available in multiple languages and accessible formats upon request.

## **IX. Review and Update of Procedure**

This procedure will be reviewed annually and updated as necessary to ensure compliance with legal and policy changes.

## **X. Contact Information**

For any questions or to file a grievance, please contact:

- Dr. Laura Rowe-Holler, Executive Director of Student Services (Grades Pre-K – 5)
- Mr. Douglas Cuneio, Executive Director of Student Services (Grades 6-12)