



# TIPLINE and Complaint Resolution Process

**[ACCESS THE TIPLINE AND COMPLAINT REPORTING SITE HERE](#)**

**(See the next page for RESOLVING CONCERNS IN LORENZO ISD)**

## LORENZO ISD TIPLINE

Lorenzo ISD is committed to maintaining a safe, respectful, and supportive environment for all students, staff, families, and the community.

The **Tipline** supports the reporting of concerns, complaints, and anonymous submissions. It is a secure way to report issues related to safety, misconduct, bullying, harassment, discrimination, or other matters that may impact our schools. The Tipline may also be used to submit formal complaints or grievances in accordance with district policy.

Reports may be submitted anonymously. Please note that when a report is submitted anonymously, we will not be able to follow up for additional information or provide updates regarding the investigation.

All concerns are taken seriously, reviewed promptly, and addressed in a fair, thorough, and confidential manner. The administration will act in a timely manner, consistent with all legal requirements, to respond to and investigate reported concerns.

By speaking up, you help us protect our students, strengthen our schools, and uphold the values of our district-wide community.

For prompt service, click the link below or use the QR code to get started.

<https://webapp.crisisgo.net/tipline-report/mobile/#/report?safetyReportId=2837&reportName=TipLine&workspaceId=710&reportUserType=1&shareFrom=icontrol>





# TIPLINE and Complaint Resolution Process

## RESOLVING CONCERNS IN LORENZO ISD:

Lorenzo ISD is committed to resolving concerns at the lowest possible level in a timely and respectful manner. Parents, students, and community members are encouraged to begin by contacting the person who is most directly involved and best able to address the concern. For example, concerns regarding a classroom matter should first be discussed with the teacher. If the issue is not resolved, the next step is to contact the campus principal. If additional review is needed, concerns may then be directed to the Assistant Superintendent.

Informal resolution is encouraged; however, if a concern is not resolved through informal communication, a formal complaint must be filed using the appropriate Level One complaint form in order for the complaint to be considered under Board policy timelines.

For convenience, individuals may choose to submit basic information about their concern through the District's online [Tipline/Complaint link](#) available on our website or by scanning the QR code below.

Submitting information online will notify the Superintendent, and you will be contacted to discuss the process for filing a complaint. **Please note that submitting information online does not replace the requirement to complete the appropriate formal complaint form if you wish to move forward with a Level One or Level Two complaint.**

Student and parent complaints are submitted in accordance with GF(LOCAL) using the Student/Parent Complaint Form, Level One.

Public complaints are submitted in accordance with GF(LOCAL) using the Public Complaint Form, Level One.

Employee complaints are submitted in accordance with DGBA(LOCAL) using the Employee Complaint Form, Level One.

The appropriate Level One form must be completed in full and submitted to the appropriate administrator within the timelines established by district policy. The form must include specific details about the concern, describe efforts made to resolve the issue, and state the desired outcome. Supporting documentation may be attached. Forms may be submitted by hand delivery, electronic communication, or U.S. mail in accordance with district policy.

If the complainant disagrees with the Level One decision, or if a timely response is not received, the decision may be appealed by submitting a Level Two Appeal Notice to the Superintendent or designee within the timelines outlined in policy.



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If the complainant disagrees with the Level Two decision, the matter may be appealed to Level Three by submitting a written request for review to the Board of Trustees within the timelines established by applicable district policy. The Board will consider the complaint in accordance with Board policy and governing law. The decision of the Board is final at the district level.

This step-by-step process helps ensure that concerns are addressed fairly, consistently, and as close to the source as possible, while also providing a structured pathway for further review when needed.

Questions about the complaint process should be directed to the Superintendent.

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