

2024 Regular Session

HOUSE BILL NO. 340

BY REPRESENTATIVE PHELPS

SCHOOLS: Requires public school governing authorities to provide for a tracking system for parental complaints

1 AN ACT

2 To amend and reenact R.S. 17:172, relative to schools; to require local public school
3 governing authorities to adopt rules relative to the development and implementation
4 of a tracking system for parental complaints; to specify with regard to minimum
5 system components; and to provide for related matters.

6 Be it enacted by the Legislature of Louisiana:

7 Section 1. R.S. 17:172 is hereby amended and reenacted to read as follows:

8 §172. Procedures for making complaints or requesting information from schools;
9 parental notification; rules and regulations; complaint tracking system

10 A.(1) The governing authority of each city, parish, or other local public
11 school shall adopt rules and regulations to require each school under its jurisdiction
12 to notify the parent or legal guardian of every student, in writing, of the proper
13 process and procedures to be followed in order to make a complaint or request
14 information from the school or the school's governing authority.

15 ~~B. (2)~~ Such information shall include, at a minimum, the name, address,
16 phone number, and email address of the appropriate person to contact at each step
17 of the prescribed process or procedure and shall be updated; at least; on an annual
18 basis. ~~Such~~ The information shall be incorporated into ~~any existing~~ the policy, ~~or~~
19 ~~policies~~; code of conduct, or student handbook of the governing authority or of each
20 school under its jurisdiction:

1 C. ~~Beginning with the 2008-2009 school year and thereafter, the information~~
2 ~~required by this Section and~~ shall be provided to the parent or legal guardian of each
3 ~~public school~~ student at the beginning of each school year.

4 B. The rules and regulations shall include the development and
5 implementation of a tracking system for complaints that parents make about school
6 incidents regarding their children. The system shall include, at minimum, the
7 assignment of unique reference numbers for the purpose of tracking each complaint
8 at both the school level and the central administrative office level.

DIGEST

The digest printed below was prepared by House Legislative Services. It constitutes no part of the legislative instrument. The keyword, one-liner, abstract, and digest do not constitute part of the law or proof or indicia of legislative intent. [R.S. 1:13(B) and 24:177(E)]

HB 340 Original

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Abstract: Requires public school governing authorities to provide a tracking system for parental complaints.

Present law requires public school governing authorities to adopt rules requiring schools to notify parents of processes and procedures for making complaints and to provide this information to parents at the beginning of each school year. Proposed law further requires that the rules include the development and implementation of a tracking system for parental complaints that includes, at minimum, the assignment of unique reference numbers for the purpose of tracking each complaint at school and central office levels.

(Amends R.S. 17:172)