



## LESPEA Grievance/Complaint Procedures – 2022 - 2023

In the event you have a concern, complaint, or feel that your contract has been violated. LESPEA wants you to take the below steps/measures immediately.

This new way of work ensures that we are prioritizing our members needs as well as acting accordingly by assessing your concerns by way of documentation. The LESPEA grievance/complaint office will do its best to make sure that your case is assigned within the first 48 hours. Please make sure you follow the steps below to make sure we are accommodating your needs.

**Step 1:** Go to [www.lespaleon.net](http://www.lespaleon.net) and click/hover over the members tab. You will find two online intake forms that you need to fill out before someone from the LESPEA grievance/complaint office contacts you. Once, you completed those intake forms you will then receive an email from the LESPEA grievance/complaint office detailing the status of your case.

**Step 2:** If all intake forms are complete, you may call the grievance/complaint office at 850-329-0312 or email at [grievancelespa@gmail.com](mailto:grievancelespa@gmail.com).

**Step 3:** Please actively check your PERSONAL email. (Please refrain from using your Leon County School District email address). We will send important correspondence and may send calendar invites to discuss your case in depth.

***Please refrain from reaching out immediately to the service unit director, president, or vice-president. We are asking that you use the steps above. If you need immediate assistance, please contact the BBSU office and speak to Mrs. Sherrie Coggin at 850-942-0672.***