



Complaints, Reporting & Escalation Paths

What to Do When Your District Won't Comply

Wyoming parents have important rights, and there are helpful pathways to promote accountability and open communication when questions or concerns arise.

This page is a step-by-step escalation map, covering:

- Public Records Requests (WPRA / FOIA-style)
- FERPA access to student records
- PPRA survey rights and opt-out protections
- Petitions and board policy change
- Formal complaints and reporting options

The goal is documentation, clarity, and compliance.

Start Here: Your Documentation Checklist

Before you escalate, build your file:

- Date + timeline of events
- Emails and written requests
- Screenshots / policy links
- Names + job titles
- Any responses (or lack of response)
- Copies of records requests and deadlines

If it isn't documented, it's easy to dismiss.

Step 1: Use the Correct "Primary Tool"

Match your issue to the right starting point:

If you want curriculum, emails, contracts, or training materials

Public Records Request

If you want access to your child's education records

FERPA request

If you want to inspect a survey, opt out, or challenge sensitive questionnaires

PPRA inspection + opt-out request

If you want a policy change or action item

Petition + board agenda request + public comment

Step 2: Follow Up in Writing

If the district stalls, ignores, or gives vague answers:

- Follow up in writing
- Ask for a specific timeline
- Ask for the legal basis for any denial
- Request the policy or statute they claim to rely on

This creates the record you'll need for escalation.

Step 3: Escalate to the School Board

When administration refuses to act:

- Send your documentation to trustees
- Request an agenda item (if applicable)
- Submit public comment in writing and orally
- Request a formal board response

Step 4: Use the Right Escalation Path

This is where you choose the correct next step depending on the tool.

A. Public Records Escalation: If your records request is ignored, denied unfairly, delayed, or overpriced:

Wyoming Public Records Ombudsman

- Website: <https://governor.wyo.gov/contact/public-records-ombudsman>
- Complaint form:
<https://docs.google.com/forms/d/e/1FAIpOLScINU0zZhDJsd6Zbm-V72Iro3tCSdZAKLp5b2ZmLLaZBF1pWA/viewform>
- Email: pr.ombudsman@wyo.gov

B. PPRA Complaint Path: If the district violates parental rights on sensitive surveys, questionnaires, or evaluations:

U.S. Department of Education - Student Privacy Complaint Portal

- <https://studentprivacy.ed.gov/file-a-complaint>

C. **FERPA Complaint Path:** If the district refuses access to records, delays improperly, or mishandles student data:

FERPA Complaint (U.S. Department of Education)

- <https://studentprivacy.ed.gov/file-a-complaint>

D. **Petition / Policy Change Escalation:** If your petition is ignored or the board refuses to place an item:

- Submit the petition to all trustees in writing
- Request written acknowledgment and timeline
- Use public comment
- Request policy committee review (if district has one)
- Document refusal or obstruction

If the issue involves transparency or legal compliance, combine this with:

- A public records request
- Ombudsman escalation (if public record related)

Step 5: Reporting Serious Staff Misconduct (When Applicable)

Most school-related problems should begin with the district complaint process.

But some situations go beyond “a disagreement” or “a bad day.”

When staff behavior becomes repeated, severe, retaliatory, discriminatory, abusive, inappropriate, or boundary-violating, parents may need to escalate outside the district.

Wyoming’s Professional Conduct Oversight

Wyoming educators are licensed through the Wyoming Professional Teaching Standards Board (PTSB). Parents and citizens may submit concerns about educator misconduct to the professional licensing authority.

This is not for routine classroom disagreements but for conduct that raises legitimate professional standards concerns.

PTSB Complaint Resources

- **PTSB Website:** <https://wyomingptsb.com/>
- **Complaints & disciplinary action information:** <https://wyomingptsb.com/licensure/wyoming-school-district-administrators/complaints-and-disciplinary-action/>
- **File a complaint (official form portal):** <https://ptsbonline.wyo.gov/s/file-a-complaint>
- **What is required for a complaint (PTSB rules):** http://wyomingptsb.com/wp-content/uploads/rules-reg/PTSB-Ch_9_03-15-2013.pdf

Examples of Conduct That May Warrant Reporting

Consider a professional conduct report when behavior involves:

- Retaliation against a student for viewpoints, beliefs, speech, or parental advocacy
- Targeting or harassment based on religion, race, sex, disability, or political viewpoint
- Repeated bullying, humiliation, intimidation, or degrading treatment
- Boundary violations (inappropriate personal conversations, messages, secrecy, favoritism, isolation)
- Improper disclosure of private student information
- Threatening behavior, abusive language, or repeated unprofessional conduct
- Dishonesty in official records, reports, or communications
- Conduct that is patterned and persistent rather than isolated

If you can't clearly describe what happened with facts, dates, and documentation it's not ready.

What to Do Before Reporting

If you believe staff misconduct is serious, follow this order:

1. **Document it carefully:** Save emails, screenshots, classroom materials, meeting notes, student written statements, and timelines.
2. **Use the district complaint process first:** District response (or refusal to respond) becomes part of your record.
3. **Escalate to the board if needed:** If the district protects misconduct or retaliates further, board escalation strengthens the record.
4. **Consider a professional conduct report:** This is appropriate when:
 - The behavior is repeated or extreme
 - The district refuses to correct it
 - The student is harmed
 - Retaliation occurs
 - Documentation is strong

What a Professional Conduct Report Can (and Can't) Do

A professional conduct report is not about “winning” a dispute.

It is a way to flag behavior that may violate professional standards and protect other students from the same treatment. It may lead to review, disciplinary action, or licensing consequences depending on severity and evidence.

Instead, it is a formal way to report behavior that may violate professional standards and help protect other students from similar experiences.

Depending on the severity and the strength of the evidence, it may lead to a review, disciplinary action, or other professional consequences.

Keep in mind that the process is not fast and requires clear, well-organized documentation.

Step 6: Know When to Go Public

Sometimes the reason districts ignore parents is because they assume no one is watching.

Public accountability tools include:

- Board Meetings
- Official Written Submissions
- Public Records Disclosures
- Petitions
- Local Media Coverage (Only After Documentation Is Solid)

How to Escalate Without Getting Dismissed

Avoid emotional accusations and stick to:

- Specific Facts
- Dates
- Policy/Statute References
- Written Documentation
- Direct Questions

“Here is what I asked for. Here is what happened. Here is what still needs to be answered.”