



Procedures for Addressing Concerns

Positive relations between the Ethos Classical and our parents and families are a primary concern. For that reason, every effort will be made to handle disputes in the most positive way possible.

Parents and guardians are always welcome to voice their opinions and/or concerns at governing board meetings but are encouraged to follow the chain of command as the first line of communication to resolve issues.

Board meeting dates and speaker forms are available at the school and on the website. Ethos' Governing Board will appoint a representative to facilitate family involvement, provide access to information, assist parents and others with questions and concerns, and resolve disputes.

When a stakeholder has a grievance with any element of Ethos Classical, every effort will be expended to resolve the issue without resorting to the official grievance process. If a resolution has not been reached, the stakeholder can initiate the formal grievance process, outlined below.

1. State their complaint in writing to the Head of School. The Head of School will receive complaints both via physical letter and via email to his or her disclosed Ethos Classical official email address.
2. Within five (5) days of receiving an official complaint, the Head of School will investigate, take appropriate action, and inform complaining stakeholder of that action.
3. If that action does not satisfy the stakeholder, then they will be invited to submit their complaint to the Chair of the Governing Board within ten (10) days of receiving the Head of School's decision.
4. Then, within ten (10) days of receiving the complaint, the Chair of the Governing Board will convene a committee of the Board which will investigate and render a decision.
5. The decision of the committee in ordinary circumstances will be final. In the event that the committee is unable to reach a decision and/or the grievance is of such a nature that it could interfere with the normal operations of Ethos Classical, then the committee will bring the complaint to the whole Board for



consideration as soon as is practicable after the committee decides it cannot make a final decision.

6. The grievant shall have the right to appeal any decision by the Governing Boards to the State Board of Education pursuant to O.C.G.A. § 20-2-1160.