

# **Pataula Charter Academy and Spring Creek Charter Academy Parent and Student Complaints and Grievances Policy**

**Purpose:** The purpose of this policy is to provide guidelines for parents and students for filing complaints against the school or employee of the school on any and all matters including complaints concerning Federal Programs: Title I, Part A; Title I, Part C; Title I, Part D; Title II, Part A; Title III, Part A; Title VI, Part B; the McKinney-Vento Act; School Improvement 1003(a) and 1003(g) (SIG).

**Policy Statement:** Students and parents have the right and responsibility to express school related concerns and grievances to the faculty and administration. Students and parents shall be assured the opportunity for an orderly presentation and timely review of concerns which will not interfere with regular scheduled classes or school related activities.

## **Process for Presenting a Complaint or Grievance:**

Step 1: The complaint or grievance should first be presented at the lowest level of authority as follows:

- Classroom related concerns – to the Teacher
- Extra-curricular related concerns – to the Sponsor/Coach
- All other School related concerns – to the Principal

Step 2: If the Parent, Guardian, or Student does not agree with the result the complaint or grievance should be presented to the next level of authority as follows:

- Teachers – to the Principal
- Extra-curricular Sponsors/Coaches – to the Principal
- The Principal – to the Superintendent or CFO depending on the nature of the complaint

Step 3: If the Parent, Guardian, or Student does not agree with the result, an appeal may be filed with the next level of authority as follows:

- The Principal – to the Superintendent or CFO depending on the nature of the complaint
- The Superintendent or CFO – to The Board

(All official complaints must be presented to The Board in accordance with the Public Participation at Meetings of The Governing Board or Board Committees Policy section D number 2 Formal Appeals, Complaints, and Petitions.)

## **Responses to a Complaint or Grievance:**

1. The faculty and administration shall make an honest and forthright effort to resolve complaints or grievances as quickly as possible at the most immediate level of authority.
2. Decisions rendered by the Governing Board shall be considered final.

## **Decorum for Presenting a Complaint or Grievance:**

1. Communication **MUST** be respectful and in a conversational tone at all times.
2. Presenters are cautioned that personally directed statements may be slanderous or defaming, and the individual speaker is liable for his/her statements.
3. Any teacher, staff member, or administrator shall have the authority to table any meeting considered to be unproductive, threatening, hostile, inappropriate, or lacking appropriate representation.