



Valley Academy Charter School
www.valleyacademycharter.com

POLICY: Grievance and Complaint Policy
Date of Approval: May 15, 2012

Purpose

The purpose of this policy is to clarify for parents and staff a process by which concerns can be addressed.

Policy

Informal complaints are to be resolved at the lowest appropriate level. The complainant and other person(s) involved shall resolve issues of concern via personal meeting or other appropriate communication. If the immediate parties have attempted and failed to resolve the issues, the Director shall, by request of either party, coordinate and mediate the processes necessary for satisfactory resolution of the complaint. The Director shall initiate action to resolve the issue within five (5) working days of notification.

Formal complaints are to be made in writing when the complainant is not satisfied with the disposition of the issue through the informal complaint process. The complainant may, within ten (10) working days after the informal complaint decision has been rendered, file the complaint in writing, with the Director. Within ten (10) working days after receipt of the formal written complaint, the Director or designate, will meet with the complainant in an effort to resolve the issue. In the event an appeal is deemed necessary, the complainant may request a hearing before the Board. The Board shall review the complaint at the next scheduled Board meeting after receipt of the request. The Board's decision shall be final and shall be made within ten (10) working days of the hearing.

All complaints, formal and informal, should be documented in writing by the parties involved, and will be kept on file by the Director, with the assistance of the administrative staff. In accordance with Federal statute, Valley Academy will not discriminate on the basis of race, gender, age, sexual or religious preference or any protected class.



Board President Signature

Date