

## **Baconton Community Charter School**

### **Parent and Student Complaints and Grievances Policy:**

\*Approved: September 19, 2019

**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. Students may use this procedure in reporting instances of alleged inappropriate behavior by a teacher, administrator, or other school employee toward a student, noting that this shall not prohibit the ability of a student to report the incident to law enforcement authorities.

(Section 20-2-751.7. State mandates a process for students to follow in reporting instances of alleged inappropriate behavior by teacher or other school personnel; notice of process; training; investigations)

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#### **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

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
- The Superintendent – 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.
3. If it is determined that a complaint against a teacher, administrator, or other school employee is unsubstantiated and without merit, the local school system shall, at the request of the aggrieved party, submit a written statement to that effect to all local print and television media outlets that published any articles or reported any news relating to such complaint against the teacher, administrator, or employee.

## **Staff Complaints and Appeals Policy**

**Purpose** : The purpose of this policy is to provide guidelines to school staff for filing complaints against the school or other 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).

### **Dispute Resolution**

1. The complaints process may be initiated directly to the Direct Supervisor.
2. Staff Members who initiate a complaint must do so in writing. Any complaint or grievance should be reported immediately after the event in concern. Investigations into alleged wrong-doing need to be completed as soon as possible. Investigations completed after an extended period of time are more difficult and may lose validity. Therefore, the Superintendent and/or Governing Board reserve the right to refuse response to any grievances submitted more than thirty (30) days after the incident occurred absent exigent circumstances.
3. Written notice should be complete, as brief as possible, and simply stated, including:
  - a. Summary of Facts
  - b. Identification of parties and witnesses
  - c. Specific identification of the policy, practice, or statute violated.
  - d. Statement of requested relief
4. The Direct Supervisor will provide a written response to the dispute within 5 school days.
  - a. The response will include a notice of the right to appeal the decision of the Direct Supervisor, to the Superintendent
5. If the staff member does not agree with the decision of the Direct Supervisor, an appeal may be filed with the Superintendent
6. The Superintendent will provide a written response to the appeal within 5 school days.
  - a. The response will include a notice of the right to appeal his/her decision to the Governing Board.
7. If the Staff Member does not agree with the decision of the Superintendent, an appeal may be filed with the Governing Board.
8. Within thirty working days of receipt of the appeal of the Superintendent, the Superintendent will present the matter to the Governing Board at its regular meeting or at a special meeting called for that purpose. The Board will review the original complaint, the response of the Direct Supervisor, the response of the Superintendent, and the response of the complainant. In addition, the Board may, but is not required to, hear directly from any individuals with knowledge of any relevant facts relating to the complaint.
9. The Governing Board will review the complaint applying the clear/convincing evidence standard and either uphold the recommendation of the Superintendent or require the school to take some other action in response to the complaint.

a. A copy of the action of the Board will be furnished to the complainant, either as a part of the minutes of the Governing Board or as a separate written statement.

b. The Board will be the final reviewing authority.

**Appeals:** The Principal and/or Superintendent are required to provide evidence and seek approval of the Board for an employee's termination or disciplinary action that results in a loss of wages. Therefore, the Board will only accept appeal request for termination or disciplinary action of an employee if the employee alleges a violation.