



## GRIEVANCE PROCEDURES

If a parent/student is not satisfied with the outcome of the decision or policy of Cumberland Academy, then the parent/student may file a formal complaint according to the procedures below. With the exception of a complaint against the Director, each complaint must initially be brought at the lowest level of review, at the Campus Principal or District Personnel Review level. If the complaint is against the principal, then the complaint may be initially brought at the Director level.

### 9.1. Campus Principal or District Personnel Review of Complaint

Where a parent/student has a complaint or concern regarding a decision or policy, the individual shall first bring their complaint or concern in writing to the appropriate campus principal or district personnel. The complaint must be brought within 15 school days of the date that the complainant knew or should have known of the alleged harm. The complaint must be specific, and where possible suggest a resolution. The principal must hear the complaint, attempt to remedy the complaint in the best interest of the affected parties, and document the outcome. The principal must respond to the complainant and issue a final decision in writing within 10 days of the principal's receipt of the complaint.

### 9.2. Director Review of Complaint

If the complainant is not satisfied with the final decision of the campus principal or district personnel, then the individual may provide a written appeal to the Director. This written appeal shall be filed with the Director's office within 10 days of the individual's receipt of the final decision from the campus principal. The complaint shall include a copy of the prior written complaint along with a copy of the final decision of the campus principal. A copy of the appeal shall also be delivered to the campus principal.

The appeal must be specific, and where possible suggest a resolution. The complaint shall not include any new issues or complaints unrelated in the original complaint. The Director shall respond to the complaint and issue a final decision in writing within 15 days of receipt of the written appeal.

### 9.3. School Board Review of Complaint

If the complainant is not satisfied with the Director's final decision, then the individual may appeal their complaint in writing to the School Board within 10 days of receiving the Director's final decision. The complaint shall be directed to the President of the Board, and shall include a copy of the written complaint to the Director along with a copy of the Director's final decision. A copy of this appeal shall also be delivered to the Director.



The President of the Board, at the next regular meeting of the Board, shall provide a copy of the complaint record to all board members. The Board's decision shall be decided on a review of the record developed at the Director's level. Any action of the School Board regarding the complaint shall be taken in compliance with the Texas Open Meeting Act.

OR

Individuals who are dissatisfied with the response of the Director may present their complaint to the School Board during the time of CITIZEN'S PRESENTATIONS at the next regular meeting of the board. The board shall "stop, look, and listen" to the complaint, but may not deliberate or act on the complaint except in compliance with the Texas Open Meetings Act. A complaint against a Director shall begin at this level of review and shall follow the complaint process in accordance with this policy section and the Texas Open Meetings Act. The failure of the School Board to act on a complaint has the effect of upholding the Director's decision.

#### 9.4 TEA REVIEW OF COMPLAINT

If the complainant is dissatisfied with the response of the Board's decision then they may present a complaint to TEA.