



Grievance Policy and Procedures for Parents and Students *Revised August 11, 2017*

Grievance Policy for Parents and Students

Equitas Academy takes seriously all concerns or complaints by students, parents, employees or other persons. Not all complaints fall under the scope of the Uniform Complaint Policy as described in the Student and Family Handbook. Concerns related to classroom assignments, common core, grades, graduation requirements, hiring and evaluation of staff, homework policies and practices, provision of core curricula subjects, public meeting laws (such as the Brown Act and Greene Act), student advancement and retention, student discipline, students' records, and other general education requirements should be expressed as general complaints directly to the school in accordance to the following procedures.

While written complaints are encouraged, a complaint may be made orally. Any employee receiving a complaint will advise the School Director or immediate supervisor of the receipt of the complaint. The supervisor will make an initial determination of the appropriate action to address the complaint and whether the matter should be referred to the CEO, COO or CAO.

The following guidelines will be followed whenever a complaint or concerned is voiced. The goal should be to resolve the conflict at the lowest intervention level possible, but do not hesitate to follow the entire process if necessary. Parents and staff are strongly encouraged to maintain open lines of communication. The procedures below have been established for the purpose of maintaining lines of communication between the school, parents/guardians and students for the resolution of concerns related to the education program.

Respectful communication is expected between all parties. If at any time the meetings become confrontational, they will be rescheduled.

STEP 1: STAFF/STUDENT

The student and teacher will meet to discuss the issue. The goal of this meeting is to bring to closure the concern. This meeting should occur within five days of the incident.

STEP 2: STAFF/STUDENT/PARENT

The parent and student should schedule a meeting with the teacher within five school days of the incident or within five days of the initial meeting between the teacher and student. Meeting time must be convenient to both parties. The meeting agenda should



be limited to the initial issue. Staff may request administrative presence at the meeting, but the staff member will run the session and provide a detailed summary for the administrator.

STEP 3: STAFF/STUDENT PARENT/ADMINISTRATOR

If no closure is obtained at the meeting, the teacher must create a written summary of the meeting within five school days for review by the administrator. If the parent requests a meeting with the administrator, a written summary of the parent/teacher meeting should be provided. The administrator will establish a meeting with the student, parent and teacher. After the meeting, the administrator will make a ruling on the issue and shall share the findings and solution strategy with the family and teacher.

STEP 4: PARENT/DISTRICT ADMINISTRATOR

If the established ruling/strategy is still unacceptable, the family may then meet with the CEO, CAO or COO to discuss alternatives. The teacher or student will meet with the parent, principal and the CEO/COO/CAO.

Name: _____

Date: _____ School: _____

Student Name: _____

Grievance: _____



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