

Southwest Georgia STEM Charter School
Policy S29: Parent and Student Complaints and Grievances Policy
Adopted: August 31, 2022

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.

Process for Presenting a Complaint or Grievance:

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

- Classroom related concerns – to the Teacher
- Extracurricular related concerns – to the Coach/Athletic Director
- All other School related concerns – to the Principal

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
- Extracurricular Coach/Athletic Director – to the Principal
- The Principal – to the Superintendent or CFO depending on the nature of the complaint

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)

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.

When Presenting a Complaint or Grievance:

1. Communication MUST be respectful and in a conversational tone at all times.
2. 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.