

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 and complaints. The School is only required to respond to complaints made by parents, school personnel and students who have reached the age of majority.

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.

Notwithstanding any other provision in this policy, pursuant to O.C.G.A. § 20-1-11, parents, students and personnel may file a written complaint with the school leader if an employee of the school has violated O.C.G.A. § 20-1-11 by espousing divisive concepts, personal political beliefs, race scapegoating or race stereotyping. The complaint shall provide a reasonably detailed description of the alleged violation.

Within five days of receiving the complaint, the school leader shall review the complaint and take reasonable steps to investigate the allegations in the complaint. Within school days of receiving a complaint, the school leader shall confer with the complainant and inform the complainant whether a violation occurred, and, if a violation was found to have occurred, what remedial steps have been or will be taken. The school leader shall maintain the confidentiality of student or personnel information during this conference. Within three days of a request by the complainant, the school leader shall provide the complainant with

a written summary of the findings of the investigation and a statement of remedial measures, if any; provided. The written summary shall not disclose any confidential student or personnel information.

The Complainant may then request that the governing board for the school review the school leader's determinations. Any request for board review must be in writing and the Board shall complete such review within ten school days of receipt of the written request. Confidential student or personnel matters shall not be subject to review. The governing board's decision shall be subject to review by the State Charter Schools Commission, whereupon the State Charter Schools Commission shall take appropriate remedial measures, including, but not limited to, revocation of a state charter school's charter; provided, however, that confidential student or personnel matters shall not be subject to review pursuant to this division.