



Student-Parent Grievance

Standard Operating Procedure

Subject: Student-Parent Grievance Procedure

Effective Date: 201 | Revised Date:

Purpose: The purpose of this grievance policy is to settle any complaint or grievance of a student enrolled in Brookhaven Innovation Academy for allegations of harassment, discrimination, or any other grievance for which a complaint or appeals process has not been defined elsewhere.

Procedure:

Level I – Informal Discussion

Students and parents are encouraged to seek resolution through an informal discussion with the appropriate school personnel prior to filing a formal complaint. If the grievance or complaint is related to classroom concerns, the student or parent should request a meeting with the teacher. Questions about appropriate school personnel in other matters should be directed to the Assistant Principal.

Level II – Formal Complaint

In the event that a satisfactory resolution cannot be reached through informal means, the aggrieved party must file a written complaint with the Head of School or his or her designee within 30 days of the alleged wrongful act or violation. The written complaint must, at a minimum, include the following information:

- The date(s) of the alleged wrongful action;
- The name(s) of the school employees and/or students allegedly involved in the wrongful act;
- A written statement detailing the specific allegations;
- The specific law or School policy allegedly violated;
- The names and contact information, if known, of any witnesses to the alleged wrongful acts;
- A clear statement of relief sought by the complainant.

Upon receipt of the written complaint, and any supporting documentation, the Administrator will determine the nature of the grievance and begin collecting all the relevant information and data. Following an investigation, the Administrator will make every effort to provide the complainant with a written decision within thirty (30) working days of the receipt of the complaint. If circumstances require additional time for



investigation, then an update on the status of the investigation with the estimated time of completion shall be provided on this date.

Level III – Appeal

The original complainant may appeal this decision to the School's Board of Directors within ten (10) calendar days of receiving the written decision. The appeal, which will be limited to the matter under review, must be filed, in writing, with the Chair of the Board and state the reasons for the appeal, including the specific reasons for dissatisfaction with the initial decision. If needed, the Board may request additional written information from the grievant and/or other persons involved with the complaint. The Board shall review the facts and findings of the investigation and, if practicable, issue a written decision within thirty (30) working days of receiving the request for appeal. The decision of the Board will be final.