

**PARENT/STUDENT GRIEVANCES**

1. The Governing Board of South Tech Charter Academy, Inc. recognizes that misunderstandings between students, parents (or guardians), and School staff may occur. It is the intent of this policy to provide a means for resolving these issues.
  - a. A key ingredient in a student's educational success is parental involvement in the student's education. This includes daily parent/student discussion, parental involvement in school activities, such as Open House, Parent Teacher Student Organization (PTSO) meetings, and School Advisory Committee (SAC) meetings.
  - b. Parents and guardians are encouraged to arrange, by appointment, periodic conferences with their student's instructional staff to discuss student progress and needs, and resolve minor misunderstandings.
2. Parents or students wishing to file a formal grievance shall do the following:
  - a. Submit a written request to the Director of Academies and Operations outlining the nature of the grievance and desired resolution.
  - b. The Director of Academies and Operations shall schedule a meeting with the immediate staff member and supervisor involved at a date and time convenient to both parties. This shall occur within five (5) days of receiving the grievance.
  - c. If the issue is not resolved in step 2b, the parent or student may appeal to the Secondary School Principal for resolution. The Principal shall schedule a hearing and deliver a response within ten (10) days of the request.
  - d. If the issue is not resolved in step 2c, the parent or student may appeal to the Academy President or Management Company Representative for resolution. The President or Management Company Representative shall schedule a hearing and deliver a response within ten (10) days of the request.
  - e. The parent or student, after exhausting school center remedies, may appeal the grievance to the Governing Board. The parent or student shall make a request in writing to the Board Secretary requesting a Board hearing. The Board chairman may call the Board to an Executive Session meeting if it is determined necessary to protect confidential information. The Board shall render a final decision on the matter by majority vote within thirty (30) days.
  - f. The parent or guardian may have another adult of their choice attend any of the above sessions, with prior written notification, which includes the person's identity and role, to assist them in articulating their grievance and resolution.
3. The Board, President or Management Company Representative and Academy staff shall respect the rights of students and parents to disagree on an issue, and seek redress without fear of reprisal.

Authority: FS 230.23(6)(c)(d); 230.23(8); 230.23(22); 230.235; 230.23005(1)

Implemented: FS 230.23(6)(c)(d); 230.23005(1); 230.235; 18 U.S.C. §§ 921(a)(25)(26); 922(q)(2)(3); 924(a)(4)

Reference: South Tech Charter Academy, Inc. Policy 5.18

History: New: 8/19/2004; Revised: 7/07/2005, 8/02/2007; 3/11/2010