



Family Grievance Policy and Protocol

GRIEVANCE PROCEDURE

Any family who believes that Star Academy College Preparatory Charter School has acted in violation of the law, or its charter may file a complaint with the Principal. A formal complaint is warranted when you suspect that one of these things occurs:

1. A failure to provide special education services, or agreed-upon modifications (in writing) as outlined by the IEP;
2. Any act of harassment or discrimination because of race, color, origin, sex, disability, or sexual orientation; or
3. Any act of explicit bullying, favoritism, or negligence.

If the Principal is the person who is alleged to have caused the violation, the complaint may be filed with the Chief Executive Officer. The party responsible for investigating the complaint (the Principal or the Chief Executive Officer) will be referred to moving forward as the "Grievance Administrator."

CONTENTS OF THE COMPLAINT

Complaints under this Grievance Procedure must be filed within fourteen (14) school days of the alleged offense. The complaint must be in writing (via email). The Principal, or any person of the grievant's choosing, may assist the grievant with the filing of the complaint. The written complaint must include the following information:

1. The name of the grievant and the name of the school;
2. The name of the grievant's representative, if any;
3. The name of the person(s) alleged to have caused the violation;
4. A description, with as much detail as possible, of the alleged incident;
5. The date(s) and approximate time(s) of the alleged incident; and
6. The name of all persons who have knowledge about the alleged incident.

INVESTIGATION AND RESOLUTION OF COMPLAINT

Respondents will be informed of the charges as the Grievance Administrator deems appropriate based upon the nature of the allegations, the investigation required, and the action contemplated. The Grievance Administrator will interview witnesses (via phone, in-person, or via email) whom s/he deems necessary and appropriate to determine the facts relevant to the complaint, and will gather other relevant information. Such interviews and information gathering will be completed within three (3) school days of receiving the complaint. Within five (5) school days of receiving the complaint, the Grievance Administrator will submit a written report of the findings and proposed resolution. In the event that a resolution involves disciplinary action against an employee

or a student, the grievant *will not* be informed of such disciplinary action, unless it directly involves the grievant, or required by law; all disciplinary actions against students and employees is deemed confidential. All timelines specified above will be implemented as specified, unless the nature of the investigation or exigent circumstances prevent such implementation, in which case, the matter will be completed as quickly as possible. If the timelines are not met, the reason(s) for not meeting them should be and will be clearly documented by the Grievance Administrator. Confidentiality of grievant/respondents and witnesses will be maintained to the extent consistent with Star Academy's obligations relating to the investigation of complaints and the due process rights (according to the law's of Tennessee) of the individual affected.

FORMAL APPEALS

If the grievant is not satisfied with the outcome, the grievant may submit an appeal to the Board of Directors by contacting the Chief Executive Officer. The Chief Executive Officer will issue a written response to the appeal to the grievant within fourteen (14) days of receiving the appeal. If the grievant is not satisfied with the outcome from the Chief Executive Officer, the grievant may submit an appeal to the Board of Directors and/or the Office of Charter Schools.

Failure to follow the Grievance Policy and Protocol will result in the family being informed by all parties to follow the protocol and processes outlined above.