CHARLOTTE
Secondary School

PARENT GRIEVANCE POLICY OF CHARLOTTE SECONDARY SCHOOL

I. Introduction

Charlotte secondary school is committed to a positive learning environment and has established the following grievance protocol to solve disputes or complaints in a fair and prompt manner. Notably, the formal procedures described below may be implemented only after the parties have engaged in an earnest attempt to resolve matter(s) informally.

II. Complaints

Complaints are taken seriously by Charlotte secondary school and should proceed as follows:

1. Complainant(s) should first schedule a conference with the teacher, coach, or administrator immediately to discuss the issue. The school reserves the right to redirect complaint(s) to the appropriate personnel if this step has not been followed.
2. If complainant(s) conclude that the initial response/course of action was insufficient, a meeting may then be scheduled with the Head of School. Prior to scheduling any such meeting, complainant(s) must first provide to the Head of School a grievance letter that identifies: (A)the issue/concern/complaint; (B) what steps have been taken to resolve this situation; (C) proposed solutions. The Head of School will acknowledge the receipt of a grievance letter within three calendar days and attempt to respond to all grievance letters within 10 calendar days of their receipt.

3. If a resolution cannot be reached through a discussion with the school principal, complainant(s) may submit a formal grievance packet to the Charlotte Secondary School Board of Directors. This packet must include the information and materials discussed below.

4. Anonymous complaints may receive an acknowledgment but not a resolution from the Grievance Committee.
5. If the complainant(s) are not comfortable approaching the Administration, they may first approach the Board. However, the Board reserves the right to redirect the

complainant(s) to the appropriate personnel if the Grievance Committee so chooses. All complaints must be submitted in writing to the Board as outlined below.

III. Grievance Committee and Board Resolution

The Charlotte Secondary School Board of Directors shall annually appoint a Grievance Committee comprised of at least three (3) directors. The committee shall call on or shall consult the School Principal, staff and/or parents as necessary in the resolution of each individual grievance. A Grievance Package should be submitted in writing to the Charlotte secondary school board of directors within 30 days of the conduct that triggered the grievance and must specify:

- The nature and date of the grievance and any related or supporting documents.
- The results of previous discussions to resolve the conflict, including any correspondence.
- The reason for the complainant's dissatisfaction with the decisions previously rendered.
- A description of the relief sought.

Within 30 days of the submission of a complete Grievance Packet, the Charlotte Secondary School Grievance Committee shall:

- Research the nature of the complaint.
- Interview the concerned parties as necessary.
- Recommend a course of action to the full Charlotte Secondary School Board of Directors through communications by the board member serving as Grievance Committee Chair to the Board Chair.

The board shall render a final ruling on the grievance at its next regularly scheduled meeting following its receipt of the recommendation of the Grievance Committee.

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