



Complaint Procedure for Parents

The purpose of this guide is to aid parents in securing at the lowest possible administrative level, prompt and equitable resolution of student or parent complaints. Complaints about school personnel will be investigated fully and fairly.

Whenever a complaint is made directly to the LEAD Academy Board of Directors as a whole or to a Board member as an individual, it will be referred to the Governance Committee for study and possible solution. An employee who is the object of a complaint will be informed promptly and afforded the opportunity to present his or her version of events.

The goal of this section is:

- To establish a simple framework for addressing concerns.
- To provide for prompt resolution of concerns.
- To ensure that all parties will participate in a cooperative manner to resolve concerns.
- To ensure that most concerns will be handled without resorting to this procedure beyond Step 1.
- To assure that the system has a procedure to receive citizens' concerns in an orderly fashion to achieve the best possible educational program for students.

A. STEP NO. 1 – DIRECT CONVERSATION

If a parent has a disagreement or misunderstanding with an instructor, the parent should address the concern to the specific instructor directly involved with the circumstances surrounding the concern. The staff member will meet with the parent as soon as possible, but in no case longer than five (5) school days after the instructor has been notified of the concern (subject to change by mutual agreement). The parent should calmly and respectfully request such a meeting both verbally and in writing.

B. STEP NO. 2 – FACT AND POSSIBLE RESOLUTION

If a parent or the instructor is not satisfied with the outcome of Step No. 1 or the parent/instructor is unwilling to meet independent of an administrator, a meeting with the instructor, appropriate administrator, and parent will be arranged at a mutually convenient time, but in no case more than five school days after the meeting in Step No. 1. This step is to be informal and verbal. No further action will be taken beyond Step No. 2, unless the parent submits in writing a signed and dated statement of facts giving rise to this concern, the name of the accused instructor, and the remedy sought. It is imperative that all parties involved maintain a professional demeanor at all times.

C. STEP NO. 3 – FORMAL PROCESS



If a parent's concern is not satisfactorily resolved at either the first or second level, the parent should then refer this concern to the Dean of Instruction in writing. At that time another meeting will be arranged at the convenience of the parent and staff member directly concerned, but in no case later than ten (10) school days (subject to change by mutual agreement). The staff member has the right to be at all meetings with or without a representative as he/she so determines. The School Director or his/her designee will supply written dispositions to all parties within five school days. Copies of the disposition will be sent to the Chief Academic Officer. The disposition may also be placed in the instructor's personnel file when deemed appropriate by the School Director. The instructor and parent shall be informed if the letter is to be placed in the personnel file.

D. STEP NO. 4-GOVERNANCE COMMITTEE

If either party is still dissatisfied with the outcome of Step No. 3, the problem will be placed on the agenda of the next regularly scheduled Governance Committee of the LEAD Academy School Board. The meeting will be held in executive session with only the members of the Committee and the affected persons present.

E. STEP NO. 5-EXECUTIVE SESSION

If either party is still dissatisfied with the outcome of Step No. 4, the problem will be placed on the agenda of the next regularly scheduled Board of Directors meeting. The meeting will be held in executive session with only the Board of Directors members and the affected persons present.

F. DISPOSITIONS

Dispositions of all meetings will be rendered in writing within five school days of the meeting with reason(s) stated.

G. REPEAT CONCERNS

If a parent believes there has been a repeat of the previous concern, they may go directly to Step No. 3 - "Formal Process."

Complaint filing and investigation procedures for harassment claims

The following procedures must be followed for filing and investigating a harassment claim:

1. The student may first choose to tell the individual causing the harassment that his/her conduct is offensive and must stop. If the objectionable behavior does not cease immediately, the student must report the harassment to the School Director.



2. The student alleging harassment will be asked to complete a formal, written complaint. The claim will be investigated thoroughly, involving only the necessary parties. Confidentiality will be maintained as much as possible.

3. The investigation will include a meeting with the person alleged to have harassed, sharing with that person the nature of the allegations as well as the name of the person bringing the allegations. If appropriate, the alleged harasser will be placed on suspension/administrative leave during the course of the investigation.

4. Once the facts of the case have been gathered, the School Director will decide what, if any, disciplinary action is warranted, including expulsion of a student or termination of a LEAD Academy employee.

5. If the complaint is against a non-employee or non-student, such as a parent, volunteer, or vendor, the school will take steps, within its power, to investigate and eliminate the problem including barring that parent, volunteer, or vendor from LEAD facilities, events, and activities and may include the parent/guardian's forfeiture of their student's place at LEAD Academy and may include intervention on the part of the local, state, or federal law enforcement.