



Grievance Policy and Procedures

The philosophy of Metrolina Regional Scholars Academy (Scholars Academy) is to resolve grievances with dialogue. The purpose of this policy is to establish a process for resolving public complaints when earnest dialogue alone is insufficient. Via this procedure, parents or other interested parties may raise grievances with school officials and see that such grievances are resolved promptly and equitably. This policy is not intended to replace informal discussion and resolution of grievances.

Within ten (10) working days of the Aggrieved Party becoming aware of a grievance, the Aggrieved Party should first raise the grievance with the lowest-level interested member of the faculty or staff and seek to resolve the issue. If an Aggrieved Party would like to speak with a member of the faculty or staff, the Aggrieved Party is to arrange a meeting by calling, emailing or sending a letter to the faculty or staff member to set up an appointment. A faculty member is not to be interrupted in an effort to set up an appointment when he or she is teaching a class or otherwise engaged with teaching duties. The faculty or staff member should set a meeting with the Aggrieved Party within ten (10) working days to discuss the grievance, and may involve other, higher-level members of the school staff. Only after the problem persists and cannot be solved at the Scholars Academy staff level may the Aggrieved Party submit a grievance to the Executive Director, which submission should be delivered to the Executive Director within twenty (20) working days of the meetings with the faculty or staff members. The Aggrieved Party must put the grievance in writing using a Grievance Form, which will be made available to parents and posted on the school's website.

During the academic year, the Executive Director shall respond to the grievance in writing within five (5) working days of receipt of the completed Grievance Form unless the interested parties agree to extend the resolution process. During the summer recess, the Executive Director shall have a reasonable time to resolve the issue, but should not exceed twenty (20) working days from receipt of the completed Grievance Form. An Aggrieved Party contending that the Executive Director engaged in unlawful conduct may submit their grievance directly to the Grievance Committee as provided below.

If the grievance is not satisfactorily resolved by the Executive Director, the Aggrieved Party may submit a written appeal to the Grievance Committee using a Grievance Appeal Form which will be made available to parents and posted on the school's website. The Grievance Committee shall be appointed by the Board of Directors and shall consist of at least one parent, one staff member and one Board member. Meetings of the Grievance Committee are subject to the Open Meetings Law. Grievances dealing with confidential student or personnel issues will be conducted in Closed Session. During the hearing before the Grievance Committee, each side will be given fifteen (15) minutes to present their argument and/or evidence. Such time limit shall be strictly enforced. The Grievance Committee will keep minutes of the hearing and may render a decision or may choose to investigate the grievance further. If further investigation is necessary, the Grievance Committee will allocate reasonable time and resources to resolve the matter and send a written response to the Aggrieved Party within a reasonable time period not to exceed sixty (60) working days from the date of the hearing.

Either the Aggrieved Party or the Executive Director may appeal the decision of the Grievance Committee to the Board of Directors by submitting a Grievance Appeal Form appeal within ten (10) working days of receipt of the Grievance Committee's written response to the Secretary and Chairman of the Board of Directors. The Chairman of the Board will have the final decision whether or not to hear the appeal. If the appeal is heard, the Secretary shall place the matter on the next regularly scheduled meeting of the Board. Each side will be given ten (10) minutes to state their position. Such time limit shall be strictly enforced. No new evidence may be presented without the express consent of a majority of the Board.

The Board may render a decision or may choose to investigate the grievance further. If further investigation is necessary, the Board will allocate reasonable time and resources to resolve the matter and send a written response to the Aggrieved Party and the Executive Director within a reasonable time period not to exceed sixty (60) working days from the date of the hearing. The decision of the Board will be the final adjudication of the grievance with no exceptions.

The Board will address grievances related to alleged violations of Board policy or charter compliance, as well as appeals of unresolved issues regarding administrative practices or educational issues. Aggrieved Parties may use this policy to bring forth any grievance related to alleged violations of charter school laws and regulations, or federal and state laws and regulations. In addition, the Board will require Aggrieved Parties to follow this policy in connection with their communication of any grievance to the Board.

This policy strictly prohibits retaliation by any teacher, student, parent or other member of our school community in any form for the filing of a grievance, the reporting of instances of discrimination or participation in grievance procedures. Such participation may not in any way affect the status, grades or work assignments of the Aggrieved Party.

Last Modified August 30, 2010

Grievance Form

Name: _____

Phone # you can be reached at: _____

E-Mail address: _____

Board policy, charter violation, or administrative practice that was violated:

Date of alleged violation: _____

Briefly describe the alleged violation:

Requested remedy:

Did you follow the Scholars Academy Grievance Policy (meet with person you have grievance with and/talk to teacher about your concern)? YES /NO

Please list steps you have taken before filling this form out:

I certify that the information I have provided in this complaint is true, correct, and complete to the best of my knowledge and belief.

Complainant: _____ Date _____

Submit this form to the Executive Director. You should receive a response within five (5) working days during the school year.

Grievance Appeal Form

Name: _____

Phone # you can be reached at: _____

E-Mail address: _____

Briefly describe the alleged violation (or attach copy of original Grievance Submission):

Briefly describe the reason for appeal:

I certify that the information I have provided in this complaint is true, correct, and complete to the best of my knowledge and belief.

Appellant: _____ Date _____

Submit this form to the Grievance Committee or Board of Directors
as applicable in accordance with the Grievance Policy.