

Parent Grievance Procedures

The Board recognizes that effective school governance requires that the primary responsibility for issues involving student discipline, curriculum, assessment and promotion and other day-to-day decisions regarding school management lies with the faculty, staff and Principal of Arrow Academy of Excellence (AAE) and these individuals are best suited to resolve conflicts that arise with respect to these issues. The Board has the authority to appoint, employ, and remove the Principal, but primary responsibility and authority over faculty, staff and volunteer organizations of AAE are vested in the Principal. The Board, therefore, will exercise any authority in this policy conservatively and narrowly so as not to usurp the authority granted to the Principal.

- **Informal Procedures:** A parent should first attempt to resolve any grievance through discussion with the relevant teacher(s) or other involved persons. If the parent's concern is not adequately addressed through an informal discussion with the teacher and/or staff involved, the parent should next attempt to resolve the grievance with the Principal, if applicable. If a grievance cannot be resolved in an informal manner, the parent may initiate a formal grievance procedure.
- **Formal Grievance Procedure:** In instances where informal means are ineffective or otherwise not feasible, AAE offers these more formal grievance procedures. Grievance proceedings and information shall be kept confidential at all levels to the extent possible and permitted by law. A parent grievance is a formal written claim by a parent or group of parents identifying the concern, identifying the individual or group's resolution attempts, and identifying any law, policy, or practice that is implicated by the concern. No one shall retaliate against a parent who files a grievance under this policy (or against a student whose parent files a grievance) in good faith.

Level One – Teacher/Staff Request and Conference. A parent may, by written request, seek a formal conference with the Teacher/Staff to address an unresolved grievance. The request shall succinctly describe the specific grievance(s) and related details, and shall identify any specific policy, rule, regulation or law believed to have been violated, and shall provide other relevant information to help the Teacher/Staff adequately understand the nature of the grievance.

The request shall be filed within fifteen (15) business days of the most recent incident(s) or last informal attempt to resolve the grievance, provided that such attempt was made within ten (10) business days of the last incident.

Following receipt of the written request, the Teacher/Staff shall, whenever possible, conduct a conference with the aggrieved parent(s) within ten (10) days. Within five (5) business days following the conference, the Teacher/Staff will state in writing his or her decision with regard to the grievance and a copy will be given to the parent.

Level Two – Appeal to the Principal. If the grievance is not resolved, the parent(s) may appeal the Teacher's/Staff's decision in writing to the Principal if the Principal was not involved in the Level One Conference.

The appeal must be made within five (5) business days following receipt of the Teacher's /Staff's written Level One response to the grievant. The Principal will review the grievance and conduct an informal investigation as necessary.

The Principal shall issue a written response to the parent and the Level One Teacher/Staff within ten (10) business days following receipt of the written appeal.

Decisions of the Principal are final and not subject to further appeal, except when a decision is based on allegations of conduct by the Principal in violation of law or school policy.

The Board of Directors retains discretion to determine whether an alleged violation involves a "final" or "appealable" decision by the Principal. The Board of Directors may consider all available evidence in the record established at the time of the decision and any other evidence it deems necessary for consideration. In addition, the Board of Directors has the authority to grant a discretionary appeal in exceptional circumstances.

Level Three – Appeal to the Board of Directors: If a parent is not satisfied with the disposition of the grievance at Level Two, the parent may, within five (5) business days of receiving notice of the decision of the Principal, submit a written request to the Board of Directors to appeal the Principal's decision and to request a formal hearing. Within five (5) business days of receiving the written request for appeal, the Board Chair shall issue a written notice to the parent and the Principal indicating whether the Principal's determination is "final" in nature or whether the Board, in its discretion or by right of appeal, shall grant a hearing. The notice shall also specify, if a hearing is granted, the time it will occur and guidelines by which it will be conducted.

When a hearing is granted, a panel of the Board of Directors consisting of at least three people shall hear the grievance within ten (10) business days of the date the Chair's notice is issued to the parent.

The Board of Director's panel may affirm, reverse, or modify the decision of the Principal. Following the hearing, the parent and Principal shall be informed in writing of the Board of Directors panel's decision within five (5) business days after the hearing, whenever feasible. This decision is final.