

## THE ACADEMY OF MOORE COUNTY GRIEVANCE POLICY FOR PARENTS

A. Introduction. This Policy applies to complaints made by and concerns of parents of a TAMC student. For this purpose, someone standing *in loco parentis* to a TAMC student will be considered a parent. The Policy does not apply where a different method of review is prescribed by law, such as the procedures relating to students with disabilities, or where the Board has no authority to act.

B. Opportunities to Address General Concerns. The TAMC Board of Directors welcomes constructive criticism of school policies whenever such criticism is motivated by a sincere desire to improve the quality of the educational programs or to equip the school to carry out its mission more effectively. The Board invites parents who have such comments to submit them in writing to the Board and to the Director of Education.

C. Informal Means of Resolving Complaints. Complaints often arise from a misunderstanding. Accordingly, a parent should first attempt to resolve informally a complaint about the action of a teacher or staff member. The parent should promptly arrange to discuss the matter with the teacher or staff member. It is important to raise concerns immediately while memories are still fresh. Upon completion of the discussion or discussions between the parent and the teacher or staff member, they shall jointly sign a "Level One Acknowledgment" in the following form:

On <date>, we, <name of parent> and <name of teacher or staff member> have completed our discussion of a complaint involving <brief description of complaint>. The matter <has or has not> been resolved satisfactorily.

If the parent fails to sign the Acknowledgment or if the matter has been satisfactorily resolved by the parties, it cannot be appealed further. If the matter has not been satisfactorily resolved, the parent may within seven calendar days following the date of the Level One Acknowledgment, bring the matter before the Director of Education, as provided in Paragraph D.

D. Matters brought before the Director of Education. A parent who elects to bring a matter before the Director of Education as provided in Paragraph C or a parent who has a complaint involving the Director of Education or a school or Board Policy shall arrange to discuss the matter with the Director. Upon completion of the discussion or discussions between the parent and the Director, they shall jointly sign a "Level Two Acknowledgment" in the form set forth in Paragraph C. If the parent fails to sign the Acknowledgment or if the matter has been satisfactorily resolved by the parties, it cannot be appealed further. If the matter has not been satisfactorily resolved, the parent may within fourteen calendar days of the date of the Level Two Acknowledgment submit a Grievance in the form described in Paragraph E. A Grievance may be submitted by U.S. mail or email addressed to the Director or by hand delivery to the Director. Upon receipt of the Grievance, the Director shall forward copies by email to each member of the Board of Directors.

E. Grievances. A Grievance is a formal written complaint submitted by a parent to the Board of Directors regarding specific actions or decisions made by school personnel which have adversely affected the parent or student. A Grievance must set forth the following:

(1) the name of the individual or individuals whose decision or action is at issue;

- (2) a detailed description of the decision or action at issue;
- (3) a copy of the Level One and/or Level Two Acknowledgments signed in the matter;
- (4) any school or Board policy or any state or federal law or regulation which the parent believes has been misapplied, misinterpreted or violated; and
- (5) the specific resolution requested.

F. Grievance Procedure. The Chairman of the Grievance Committee shall promptly notify the parent when the Committee receives the Grievance. Within fourteen calendar days thereafter, the Committee will arrange to meet separately with the parent and others involved in order to investigate the complaint. Upon completion of its investigation, the Committee shall render a decision and promptly communicate it to the parent. The Committee may grant the resolution requested in whole or in part, may deny the resolution, or refer the Grievance to the full Board. Any matter referred to the full Board shall be decided at its next regular monthly meeting and the Board's decision shall be communicated to the parent.

G. Proceedings Private. Any investigatory meeting of the Grievance Committee will involve the relevant parties only. Any Grievance referred to the full Board shall be considered in a closed session.

H. Decision Final. The decision of the Grievance Committee or of the full Board, as the case may be, shall be final.

I. No Reprisals. No reprisals of any kind shall be taken by the Board or by any school employee against any parent or student because of the making of a complaint or the filing of a Grievance.