

Grievance Policies and Procedures

The Southeastern Academy Charter School Board of Directors would like to offer the following Grievance Policy as a guide for parents and guardians to solve possible grievance issues in the most effective manner. The grievance policy may be used to address any situation occurring within the operation or normal procedures of the school which causes a student and/or parent to believe he/she has been wronged, except in the case of long-term suspension. This policy serves as a guideline, but the Southeastern Academy Charter School Board of Directors has the final decision in all matters that take place under the direction of Southeastern Academy Charter School.

The following procedure will be followed whenever a parent has a particular grievance:

STEP 1: (TEACHER CONFERENCE) The parent/guardian is to set an appointment to meet with the teacher or staff member involved in the grievance. The teacher and/or the parent/guardian may request that the Principal or his/her designee be present.

STEP 2: (PRINCIPAL CONFERENCE) If the issue is not resolved then the parent/guardian may ask for a meeting with the Principal.

- A. A grievance shall be filed as soon as possible, but in no longer than ten (10) school days after disclosure of the facts giving rise to the grievance.
- B. The principal shall grant the conference within five (5) school days following receipt of request. The request shall include a statement describing the grievance and naming the specific policy, rule or law believed to be violated.
- C. The request shall include a statement describing the grievance and naming the specific policy, rule or law believed to be violated.
- D. The principal will state her position of the question in writing to the student within five (5) school days following the conference.
- E. Only the parent or guardian or someone acting in loco parentis shall be permitted to join or represent the student in the conference with the principal.

STEP 3: (APPEAL TO BOARD OF DIRECTORS) If the issue remains unresolved, the parent/guardian is requested to write a letter of grievance within ten (10) school days following the response from the principal addressed to the Southeastern Academy Charter School Board of Directors Chair, 12251 NC Hwy 41N, Lumberton, NC 28358.

The Board, through the office of the Chairman, shall designate a Board committee to receive, review, and make a determination of the appeal from the Principal's decision. The designated committee shall meet within ten (10) school days following the receipt of the appeal. The student and parent shall have the right to be present and present their grievance. The principal shall also have the right to be present. The Board committee's decision shall be determined to be final and shall be conveyed, in writing, to the student and parent with copies to the principal.

Southeastern Academy Charter School believes that all decisions are made with the best interest of the child in mind. We as adults have the right to disagree, but the children are why we are here.