



STONE VALLEY COMMUNITY CHARTER SCHOOL

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POLICY OF THE BOARD OF TRUSTEES

Title: Student Complaint Process

Policy Number: 219

Adopted: September 8, 2016

Revised:

PURPOSE

The Board recognizes that students have the right to request redress of complaints. In addition, the Board believes that the inculcation of respect for established procedures is an important part of the educational process. Accordingly, individual and group complaints shall be recognized, and appropriate appeal procedures shall be provided.

AUTHORITY

The Board and its employees will recognize the complaints of students, provided that such complaints are submitted according to the guidelines established by this policy.

DEFINITION

Student complaint—a complaint that arises from actions that directly affect the student's participation in an approved educational program.

GUIDELINES

The student should first make the complaint known to the Director of Education to attempt to resolve the issue informally and directly.

If a solution is not deemed satisfactory to the student, the student shall submit to the Director of Education, a written statement of the complaint which shall set forth:

- Specific nature of the complaint and a brief statement of relevant facts.
- Manner and extent to which the student believes s/he has been adversely affected.
- Relief sought by the student.

--Reasons why the student feels entitled to the relief sought.

The complaint shall then be submitted to the Executive Committee of the Board. The student shall be afforded the opportunity to be heard personally at the next regularly scheduled meeting of the Board.

The student may seek the help of a parent or guardian at any step.

DELEGATION OF RESPONSIBILITY

The Director of Education shall ensure that students are informed of their right to a complaint and the proper procedures to initiate.

President—Board of Trustees

Secretary—Board of Trustees

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