

## **SCINTILLA CHARTER ACADEMY GENERAL PUBLIC COMPLAINTS POLICY**

SCA Student, Parent/Guardian, or General Public Complaints Policy Purpose: The purpose of this policy is to provide guidelines to students, parents/guardians, or members of the general public for filing complaints against the school or employee of the school on any and all matters including complaints concerning Federal Programs: Title I, Part A; Title I, Part C; Title I, Part D; Title II, Part A; Title III, Part A; Title VI, Part B; the McKinney-Vento Act; School Improvement 1003(a) and 1003(g) (SIG).

### **Dispute Resolution**

1. The complaints process may be initiated directly to the Dean.
2. Parents, Guardians, or Unaccompanied youth who initiate a complaint, must do so in writing.
3. Written notice should be complete, as brief as possible, and simply stated.
4. The Dean will provide a written response to the dispute within 5 school days.
  - a. The response will include a notice of the right to appeal, to an ad hoc Appeals Committee, the decision of the Dean.
5. If the Parent, Guardian, or Unaccompanied youth does not agree with the decision of the Dean, an appeal may be filed with the Appeals Committee.
6. The Appeals Committee will provide a written response to the appeal within 5 school days. The response will include a notice of the right to appeal his/her decision to the Governing Board.
7. If the Staff Member does not agree with the decision of the Appeals Committee, an appeal may be filed with the Governing Board.
8. Within thirty working days of receipt of the appeal of the Appeals Committee's decision, the Appeals Committee will present the matter to the Governing Board at its regular meeting or at a special meeting called for that purpose. The Board will review the original complaint, the response of the Dean, the response of the Appeals Committee, and the response of the complainant. In addition, the Board may, but is not required to, hear directly from any individuals with knowledge of any relevant facts relating to the complaint.
9. The Governing Board will either uphold the recommendation of the Appeals Committee or require the school to take some other action in response to the complaint.
  - a. A copy of the action of the Board will be furnished to the complainant, either as a part of the minutes of the Governing Board or as a separate written statement that will include the right to appeal to the Georgia Department of Education.
  - b. The Board will be the final reviewing authority within the school.
10. If the Parent, Guardian, or Unaccompanied youth is dissatisfied with the decision of the Governing Board, an appeal may be filed with the Deputy Appeals Committee of Teacher and Student Support at the Georgia Department of Education, 1854 Twin Towers East, Atlanta, GA 30334.