

## **MeyerPark Charter**

### **Student or Parent Complaints and Concerns**

MeyerPark values the opinions of its students and parents, and the public it serves. Parents and students have the right to express their views through appropriate informal and formal processes. The purpose of this grievance policy is to resolve conflicts in an efficient, expeditious, and just manner.

The Board of Directors encourages parents and the public to discuss their concerns and complaints through informal meetings with the Principal, teacher, or other campus administrator. Concerns and complaints should be expressed as soon as possible to allow early resolution at the lowest possible administrative level.

Neither the Board of Directors nor any school employee shall unlawfully retaliate against a parent or student for voicing a concern or complaint.

The Superintendent shall ensure that the school's grievance procedures are provided to all parents and students. The formal grievance procedure shall provide for any grievance to ultimately be considered or heard by the Board of Directors in accordance with Commissioner of Education rules.

For purposes of this policy, "days" shall mean school days, and announcement of a decision in the student's or parent's presence shall constitute communication of the decision.

### **Informal Conferences**

A parent or student may request an informal conference with the Principal, teacher, or other campus administrator within seven school days of the time the parent or student knew or should have known of the event(s) giving rise to the complaint. If the person is not satisfied with the results of the informal conference, he or she may submit a written grievance form to the Assistant Principal. Grievance forms may be obtained from the Principal's office.

### **Formal Grievance Process**

The formal grievance process provides all persons with an opportunity to be heard up to the Board of Directors if they are dissatisfied with an administrative response. Once all administrative procedures are exhausted, a person can bring concerns or complaints to the Board, as outlined below.

A grievance must specify the harm alleged by the parent and/or student, and the remedy sought. A parent or student should not submit separate or serial grievances regarding the same event or action. Multiple grievances may be consolidated at the school's discretion. All time limits shall be strictly complied with; however, if an administrator determines that additional time is needed to complete a thorough investigation of the complaint and/or to issue a response, the administrator shall inform the parent or student in writing of the need to extend the response time and provide a specific date by which the response will be issued. Costs of any grievance shall be paid by the grievant.

***Level One Complaint –Assistant Principal Review***

A parent or student shall submit a written Level One Grievance Form to the Assistant Principal or designee within the later of (1) ten school days from the time the event(s) causing the complaint were or should have been known, or (2) within ten school days following an informal conference with the Assistant Principal. The school reserves the right to require the grievant to begin the grievance process at Level Two.

The Assistant Principal or designee must meet with the complaining parent or student and issue a written Level One Decision within ten school days of the Assistant Principal's receipt of the complaint.

*Note: A complaint against the Superintendent shall begin at Level Three.*

***Level Two Complaint –Principal/Superintendent Review***

If the parent or student is not satisfied with the Level One Decision, or if no Level One Decision is provided, the parent or student may file a written appeal to the Principal. The appeal must include a signed statement of the complaint, any evidence supporting the complaint, and a copy of the written complaint to the Assistant Principal and a copy of the Level One Decision, if issued. The appeal shall not include any new issues or complaints unrelated to the original complaint. The appeal must be filed within ten school days of the Level One Decision or the response deadline if no Level One Decision is made.

The Principal or designee will meet with the complaining parent or student and issue a Level Two Decision within ten school days of receiving the written appeal.

***Level Three – Board of Directors Review***

If the student or parent is not satisfied with the Level Two Decision, or if no Level Two Decision is provided, the parent or student may submit to the Superintendent or designee a written appeal to the Board of Directors. The request must be filed within fifteen school days of the Level Two Decision or the response deadline if no Level Two Decision is made. The Superintendent or designee will inform the student or parent of the date, time, and place of the Board of Director's meeting at which the grievance will be placed on the agenda for consideration by the Board.

The Board of Directors will consider the appeal, and may allow a presentation by the parent or student and the school administration. The appeal will be limited to the issues and documents considered at Level Two, except that if the administration intends to rely on evidence not included in the complaint and/or grievance record, the administration shall provide the student or parent notice of the nature of the evidence at least three days before the Board of Directors' meeting.

MeyerPark will determine whether the appeal will be presented in open or closed session in accordance with the Texas Open Meetings Act and other applicable law.

The presiding officer may set reasonable time limits and guidelines for any presentation of evidence, including an opportunity for the student or parent and administration to each make a presentation and provide rebuttal and an opportunity for questioning by the Board of Directors. The Board of Directors shall hear the complaint and/or grievance and may request that the administration provide an explanation for the decisions at the preceding levels.

The Board of Directors shall communicate its decision, if any, orally or in writing before or during the next regularly scheduled Board meeting. If no decision is made by the end of the next regularly scheduled Board meeting, the decision being appealed shall be upheld. The Board may not delegate its authority to issue a decision, and any decision by the Board of Directors is final and may not be appealed.

All grievances shall be submitted to <https://forms.gle/Kb7WKO3paePFd8cEA>.