

GRIEVANCE FOR FAMILIES POLICY

1. Overview

Old Main STREAM Academy (OMSA) shall strive to provide for an open relationship with all students and their parents/guardians. However, should disagreements arise, all students and their parents/guardians must be provided an avenue to protect one's right to due process under the applicable laws of the State of North Carolina, federal employment law, and those policies adopted by the OMSA Board of Directors, pursuant to Department of Public Instruction guidelines and regulations.

2. Purpose

The purpose of this policy is to provide such due process to an OMSA students and their parents/guardians to address adverse actions taken against him/her per rules and regulations of the OMSA.

3. Scope

This policy applies to all OMSA students and their parents/guardians

4. Policy

It is expected that any students and their parents/guardians with an issue should try to resolve the issue by using open communication with the teacher. This means that if a student and their parents/guardians disagrees with any policy or procedure within the classroom, the first level of grievance is their student's teacher. If the students and their parents/guardians are not satisfied with the teacher's response, they should then set a meeting with the principal. At that meeting, the teacher, student, principal and parent must be present and the issue at hand will be fully discussed. If the students and their parents/guardians wish to pursue the matter further, they may then meet with the school principal. Similarly, if a student and their parents/guardians disagree or have an issue with a policy or procedure at the school, the students and their parents/guardians should set a meeting with the school principal. If students and their parents/guardians believe that their issue is still a concern after meeting with the principal and the issue meets the definition of a grievance set forth below, the students and their parents/guardians may initiate the grievance procedures as described below. Many issues that a student and their parents/guardians have with the classroom, teacher or school will not rise to the level of a grievance and appropriate resolution will be found with the teacher and/or principal.

1. **Definition of a grievance:** a grievance is defined as a formal written complaint by a student and their parents/guardians stating that a specific action has violated a

School policy, board policy, or law/regulation. A complaint under Title IX is not a grievance and this policy does not apply to such complaints.

2. **Time Limits:** A grievance will only be heard if the complaint has been filed within fifteen days of the meeting with the principal. The fifteen-day deadline may be extended at the discretion of the school principal.
3. **The grievance process is as follows:**

Step 1: If the parties are not satisfied with the decision of the school principal, and the grievance meets the definition set forth above, the parent/student must submit a letter in writing stating the school policy, board policy or law/regulation that was violated including details of the actions and the place, date and time of the violation. The student and their parents/guardians should make all efforts to include any details about the event that may be helpful in the decision-making process. The written letter should be submitted to the OMSA principal and to the Chair of the Board of Directors. If the school principal is implicated in the grievance, the grievance should only be submitted to the Chair or the Vice Chair of the Board of Directors.

Step 2: The Board will review the facts and notify the parties in writing (email accepted) if further action is necessary. If the Board considers the matter should be heard, the parties will be called to meet with the Board. After the hearing, any decision of the Board will be communicated to the school principal and student and their parents/guardians who filed the grievance within five school days, The Board's decision concerning the grievance is final.

5. Enforcement

It shall be the responsibility of the OMSA School Principal to administer this policy for OMSA students and their parents/guardians

6. Distribution

This policy is available to all OMSA staff, students, parents, guardians, volunteers, and the general public on the Old Main STREAM Academy website.

7. Policy Version History

Version	Date	Description	Approved By
1.0	11/19/2018	Initial Policy Adopted	OMSA Board
1.0	06/17/2019	Reviewed/Affirmed	OMSA Board
1.0	03/25/2020	Reviewed/Affirmed	OMSA Board