

POLICY NO OPS023: Parents and Student Complaints and Grievances Policy

Board Chair: Deborah Catchings-Smith

Effective Date 1/5/2022

The Board of St. Louis Voices Academy of Media Arts adopts the following policy, effective on the date of adoption by the Board.

PARENTS AND STUDENT COMPLAINTS AND GRIEVANCE POLICY

SECTION 1. Purpose and General Policy Provisions Related to Resolution of Concerns.

SECTION 1.1. Students and parents have the right and responsibility to express school-related concerns and grievances to the faculty and administration. Students and parents shall be assured the opportunity for an orderly presentation and timely review of concerns

SECTION 2. Process. The faculty and administration shall make an honest and forthright effort to resolve grievances as quickly as possible at the most immediate level of authority.

SECTION 2.1. The levels of authority shall be as follows:

1. **Classroom related concerns** – teachers
 2. **School-related concerns** (including policies, procedures, administration, unresolved classroom-related concerns, etc.) – School Operations Manager
 3. **Appeals** – Governing Board Grievance Committee
- Decisions rendered by the Governing Board shall be considered final.

SECTION 2.2 Any teacher, staff member, or administrator shall have the authority to table any meeting considered to be unproductive, threatening, hostile, inappropriate, or lacking appropriate representation.

SECTION 3. All Appeals to the Governing Board Grievance Committee must be submitted in writing and submitted

Appeal to the Board

If the grievant has alleged a violation of a specified federal or state law, federal or state regulation, the grievant will have the right to appeal a final administrative decision to the Board of Directors. If a grievant has not alleged such specific violations, he or she may request a board hearing, which the board may grant at its discretion

Mandatory Appeals

1.If the grievant is dissatisfied with the Executive Director's response to his or her grievance and has alleged a violation of a specified federal or state law, federal or state regulation, State Board of Education Policy or procedure, or local board of education policy or procedure, the grievant may appeal the decision to the board within five days of receiving the Executive Director response.

2.A hearing will be conducted, Hearings Before the Board.

3.The board will provide a final written decision within 30 days of receiving the appeal unless further investigation is necessary or the hearing necessitates that more time be taken to respond.

Discretionary Appeals

1.If the grievant is dissatisfied with the Executive Director's response to his or her grievance but has not alleged a violation of a specified federal or state law, federal or state regulation, State Board of Education Policy or procedure, or local board of education policy or procedure, then within five days of receiving the Executive Director's response, the grievant may submit to the Executive Director a written request for a hearing before the Board of Directors.

2.If the full board will be meeting within two weeks of the request for a hearing, the board will decide at that time whether to grant a hearing. Otherwise, the board chairperson will appoint a three person panel to Review the request and determine if a hearing should be granted. The Panel Student and Parent Grievance Procedure will report the decision to the board. The board may modify the decision of the panel upon majority vote at a board meeting.

3.If the board decides to grant a hearing, the hearing will be conducted.

4.The board will provide a final written decision within 30 days of the decision to grant a hearing, unless further investigation or the hearing necessitates that more time be taken to respond.

