

DuBois Integrity Academy

Parent & Student

Complaints and Grievances Policy

Policy Statement: Parents and Students have the right to express school related concerns and grievances to the faculty and administration. Students and parents shall be assured the opportunity for an orderly and timely review of concerns which will not interfere with regular scheduled classes or school related activities.

Process for Presenting a Complaint or Grievance:

Step 1: The complaint or grievance should first be presented at the lowest level of authority as follows:

- Classroom related concerns – to the Teacher
- All other School related concerns – to the Principal

Step 2: If the Parent, Guardian, or Student does not agree with the result the complaint or grievance should be presented to the next level of authority as follows:

- Teachers – to the Principal
- The Principal – to the Executive Director

Step 3: If the Parent, Guardian, or Student does not agree with the result, an appeal may be filed with the next level of authority as follows:

- The Principal – to the Executive Director
- The Executive Director – to The Board

All official complaints must be presented to The Board in writing.

Responses to a Complaint or Grievance:

1. The faculty and administration shall make an honest and forthright effort to resolve complaints or grievances as quickly as possible at the most immediate level of authority.
2. Decisions rendered by the Governing Board shall be considered final.

Decorum for Presenting a Complaint or Grievance:

1. Communication **MUST** be respectful and in a conversational tone at all times.
2. Presenters are cautioned that personally directed statements may be slanderous or defaming, and the individual speaker is liable for his/her statements.
3. 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.