

## **GRIEVANCE PROCEDURES FOR PARENTS**

If parents disagree with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure.

If a situation occurs when parents believe that a decision affecting them is unjust or inequitable, they are encouraged to make use of the following steps. The parent may discontinue the procedure at any step.

- \* Parent presents problem to the Principal, in writing, within 7 school days after incident occurs. If the Principal is unavailable or the parent believes it would be inappropriate to contact the Principal, parent may present problem to the Board Representative.
- \* Principal responds to problem during discussion or within 7 school days, after consulting with appropriate management when necessary. Principal documents decision.
- \* Parent presents problem to the Board Representative of New Life Charter Academy in writing, within 7 school days, if problem is unresolved.
- \* The Board Representative reviews and considers problem. The Board Representative and Principal decide whether the problem can be resolved at the school level or requires a Board decision. The Board Representative informs parent of decision within 7 school days.

Parents may also, at any time, request to have an item placed on the Board agenda. This is done by putting the request in writing to the Board Representative at least 24 hours before a Board meeting.

Not every problem can be resolved to everyone's total satisfaction, but only through discussion and understanding of mutual problems can parents and educators develop confidence in each other. This confidence is important to keep the home-school partnership strong.

Contact Information for Board Representative:

Edith Dean

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