

Policy 7100	Resolution of Parent Concerns
Approval Date	December 2023
Category	School Board Governance
Accountability	Board of Directors, Leadership

This policy was adopted to meet compliance regulations specific to SB49 (2023) and North Carolina state law: N.C. Gen. Stat. § 115C-76.20.

This policy governs the resolution of parent concerns regarding the school's compliance with the requirements of Article 7B, Part 1, of Chapter 115C of the North Carolina General Statutes, or the school's policies governing Parent Rights, Parent Involvement, Parent Review of Inspection Materials, or Notifications Regarding Student Health. This policy does not govern the resolution of other parental concerns that would otherwise follow the Student and Parent Grievance Policy (2160).

Parents are encouraged to communicate and seek to cooperatively resolve any concerns regarding their student's education with their student's individual classroom teachers before seeking to use the procedures set forth in this policy. This is often the quickest and most efficient way to address a parent's concerns.

Process for Responding to Parent Concerns

Parent concerns raised shall be submitted in writing to the principal and/or executive director and shall be resolved using the following procedure:

1. Within 10 business days of receiving the request, the principal and/or executive director shall either (i) provide a response to the parent's concern or (ii) inform the parent that additional time, up to 20 days, is required to respond to the parent's concern.
2. If the principal and/or executive director fails to respond within the timeframes set forth above, the parent may raise the concern in writing with the Chair of the school's Board of Directors. In such case the Chair shall ensure that a response is provided to the parent within 10 business days.
3. If the Chair does not resolve the parent's concern, the parent may submit an appeal to the Pine Lake Preparatory Board of Directors. The parent must submit such an appeal within 20 business days of the date the concern was submitted to the Chair.
4. If a concern is appealed to the Board of Directors within the time limit set forth in step 3, above, the Board shall place the parent's appeal on its agenda for the next board meeting.

Notice to Board of Directors

The principal and/or executive director shall inform the Chair of the board of directors of any concerns submitted by a parent in this section.

Applicable Law

Nothing herein shall prevent or limit a parent's ability to utilize the remedies set forth in G.S. 115C-76.60.