

Endeavor Charter School Policies and Procedures

Title: Parent Grievance Process
Approval Date: June 22, 2009
Revision Date:

POLICY STATEMENT

The Endeavor Board of Directors encourages parents/guardians to make every effort to resolve a complaint involving an Endeavor staff member directly with that staff member. If a resolution is not achieved, the complaint should be taken to the Director and the administration. It is the policy of the Endeavor Board of Directors that any parent/guardian within the school may bring a grievance regarding the school administration to the Board of Directors for consideration. A grievance is defined as any complaint or conflict over an alleged violation of an approved personnel policy, procedure or practice, or applicable law. If it is determined by the Board that a grievance requires review, such a grievance will be reviewed by the Board and a written response will be given within 30 days of the grievance being reported in writing. Any grievance process regarding the school administration will exclude members of the Board who are also members of the school administration or staff.