Communication and Grievance Policy

General Communication Policy

CCA has a clear and structured process for responding to and addressing stakeholder communication and complaints.

1. Initial Contact and Acknowledgment

Channels for Communication: CCA offers various communication channels such as email, phone, online forms, and in-person meetings to allow stakeholders (parents, students, staff) to submit inquiries or complaints.

Timely Acknowledgment: Upon receiving a communication or complaint, the school will promptly acknowledge it within 1 business day, confirming receipt and setting expectations for when a more detailed response will be provided.

2. Review and Assessment

Designated Staff or Team: The matter will be assessed based on its nature, urgency, and who is best suited to address it.

Investigation: For complaints, this step may involve gathering information from relevant parties, reviewing records, and assessing the facts.

3. Response or Resolution

Clear Communication: Coweta Charter Academy will respond with a clear and concise explanation or resolution. If the issue requires further investigation, CCA will provide an interim update and a timeline for resolution.

Action Plan: If the complaint involves a policy or operational issue, CCA will propose an action plan to address it, which could involve changes to procedures or further meetings with involved parties.

4. Escalation (If Necessary)

Appeal Process: If the resolution is unsatisfactory to the stakeholder, CCA's escalation process involves reviewing the issue with higher-level administrators, such as the superintendent or school board. (See Grievance Policy)

5. Follow-up

Feedback: After resolving the issue, CCA will follow up with the stakeholder to ensure they are satisfied with the response or outcome. This shows commitment to continuous improvement and stakeholder satisfaction.

6. Documentation and Record-Keeping

Tracking System: Depending on the stakeholders, notes will be made in Infinite Campus or documented through written records.

7. Grievance

If an eligible individual has a grievance or complaint in regard to The Protect Students First Act, please follow the steps outlined in the Protect Students First Act Complaint Resolution Policy.

If a parent has a grievance or complaint about any other topic, please follow the process below:

1. Seek to resolve the concern or issue with the teacher, if applicable.
2. If the concern or issue is not resolved, meet with the School Director or applicable Administrator via an appointment.
3. If the problem continues to be unresolved, meet with the Superintendent via an appointment.
4. If the concern remains unresolved, please follow the CCA Student-Parent Grievance Policy.

By establishing clear procedures and responding in a timely, transparent, and thoughtful manner, Coweta Charter Academy can build trust and maintain strong relationships with their stakeholders.