



ECISD Student Code of Conduct and Student Handbook **Exceptions for STEM Academy Students**

The STEM Academy will adhere to the ECISD Student Code of Conduct and Student Handbook to maintain consistency with district-wide policies, except in matters related to grievance, appeal, complaint, or concern procedures, for which the STEM Academy will follow its own outlined processes.

Level I: Teacher Review

In most cases, student or parent concerns can be effectively resolved through informal means, such as a phone call or a conference with the teacher or campus administrator.

Level II. Campus Dean Review

If the individual submitting the complaint is not satisfied with the teacher's response, they may escalate the concern in writing to the appropriate campus dean. The written complaint must be submitted in a timely manner from when the individual became aware of the issue. The complaint should clearly state the specific concern and, when possible, include a proposed resolution. Upon receipt, the campus dean will review the complaint, work to resolve the matter in the best interest of all parties involved, and document the outcome. A written response, including the final decision, will be provided to the complainant within 10 school days of receiving the complaint.

Level III: Executive Director Review (Final Decision)

If the complainant is not satisfied with the campus dean's decision, they may submit a written appeal to the Executive Director within 10 school days of receiving the dean's final decision. The appeal must include a copy of the original written complaint submitted to the campus dean, as well as the dean's written response. Upon receipt, the Executive Director will review all documentation, evaluate the matter impartially, and seek to resolve the issue in the best interest of all parties involved. A written response, including the Executive Director's final decision, will be issued to the complainant within 10 school days.