

STEM ACADEMY COMPLAINTS AND GRIEVANCES

PURPOSE: The STEM Academy provides this complaint process to ensure that concerns are addressed in a prompt, fair, and orderly manner. This policy applies to complaints by students, parents, employees, and members of the public.

Students, parents, employees, and members of the public are encouraged to discuss their concerns with the appropriate campus personnel who have the authority to address the concerns. Concerns should be expressed as soon as possible to allow early resolution at the lowest possible administrative level.

GOVERNANCE UNDER 1882 PARTNERSHIP: This campus operates under an 1882 Partnership agreement in which the Operating Partner retains sole and final authority over campus operations, including grievance resolution. The Executive Director serves as the final decision-maker for all grievances.

GENERAL PROVISIONS

Filing

A complaint shall be filed in writing within 20 calendar days of the date the complainant knew or should have known of the issue. Complaints can be hand-delivered, mailed, or emailed directly to the campus.

The complaint shall include:

- A clear statement of the issue
- Relevant facts
- The relief requested
- Supporting documentation

Submission Information:

Hand Delivered: STEM Academy – Front Office, 4940 South Road, Odessa, TX 79762

Emailed: stemacad@utpb.edu

LEVEL ONE

Filing: The complainant shall submit a written complaint to the school.

Conference/Hearing: An assigned hearing officer may hold a conference within 10 calendar days of receiving the complaint.

Response: The hearing officer shall issue a written decision within 20 calendar days following the conference.

The decision may be based on:

- The complaint and supporting documents
- Information presented during the conference
- Any other relevant information

LEVEL TWO

If the complainant did not receive the requested relief at Level One, or if the response time expired, the complainant may appeal, in writing, to Level Two.

The appeal must be filed in writing within 20 calendar days of:

- The Level One decision, or
- The Level One response deadline

Conference/Hearing: A Level Two conference may be held within 10 calendar days after receipt of the appeal.

Response: A written decision shall be issued within 20 calendar days following the conference.

The Level Two decision shall be based on:

- The Level One record
- Any additional information submitted
- Any other relevant information

LEVEL THREE

If the complainant did not receive the requested relief at Level Two, or if the response time expired, the complainant may appeal, in writing, within 20 calendar days of:

- The Level Two decision, or
- The Level Two response deadline

The appeal must include all documentation from prior levels.

Review Authority: The Executive Director shall serve as the final decision-maker for all level three complaints.

Review Process:

The Executive Director shall:

- Examine the complete record
- Ensure procedural compliance
- Consider any additional relevant information

A formal hearing is not required at this level.

Final Decision: A written decision shall be issued within 30 calendar days of receipt of the appeal. The decision of the Executive Director is final and not subject to further appeal.