

Grievance Policy for Hapeville Charter Career Academy's Board of Directors

Introduction:

Hapeville Charter Career Academy (HCCA) values open communication and strives to provide a supportive environment for all stakeholders, including parents and guardians. This Grievance Policy outlines the process for parents and guardians to address school-level issues effectively. While the Fulton County Schools ("FCS") system retains ultimate authority over approved charter schools, FCS respects the autonomy of the charter school and will generally not become involved in school-level matters unless there are serious concerns such as health or safety issues, federal or civil rights compliance issues, or evidence of criminal wrongdoing.

Hapeville Charter Career Academy is committed to maintaining a positive and productive partnership with parents/guardians. By following this Grievance Policy, we aim to address concerns promptly and ensure the well-being and success of our students.

Grievance Escalation Process

1. Teacher(s) Concern or Complaint:

Parents/guardians report concerns or complaints regarding classroom procedures, student academic or behavioral issues directly to the respective teacher(s).

2. Department Chairs or IST Complaint:

If the concern or complaint is not addressed satisfactorily by the teacher(s) or requires escalation, parents/guardians may report it to the Department Chairs or the Instructional Support Team (IST).

3. Principal:

Should the concern or complaint regarding teacher(s) not be resolved satisfactorily by the Department Chairs or IST, parents/guardians escalate the matter to the Principal.

4. Executive Director:

If the concern or complaint regarding Department Chairs is not resolved satisfactorily by the Principal or requires further escalation, parents/guardians may report it to the Executive Director.

5. Governing Board:

In cases where the concern or complaint regarding the Principal or school operations (policies/procedures) is not addressed satisfactorily by the Executive Director or requires escalation, parents/guardians may bring the matter to the attention of the Governing Board.

Important Notes:

- Parents/guardians are encouraged to follow the escalation process outlined above for effective resolution of grievances.
- Every effort will be made to address and resolve concerns or complaints in a timely and fair manner.
- The Grievance Policy is designed to ensure transparency, accountability, and collaboration among all stakeholders.