

## **Seashore Charter School Public Complaints/Grievances Procedures**

The Seashore Charter Schools Board of Trustees encourages the public and employees to discuss concerns with an appropriate administrator who has the authority of addressing the problems. Concerns should be expressed as soon as possible to allow early resolution at the lowest possible administrative level.

### **GENERAL OVERVIEW OF LOCAL GRIEVANCE PROCESS**

#### **Level One – School or Campus**

**Administrator**—If the administrator cannot rectify the problem, a formal grievance is filed in writing with the school or Campus Administrator. You will be provided with the appropriate form at that time. The timeline on the Level One Public Complaint/Grievance Form needs to be followed. You may also include any other supporting documentation relating to your complaint.

#### **Level Two – Superintendent or**

**Superintendent’s Designee**—If you did not receive the relief requested at Level One, you may request a conference with the Superintendent or designee to appeal the Level One decision. The appeal notice must be filed in writing, on a form provided by Seashore Charter Schools. The timeline on the Level Two Public Complaint/Grievance Form needs to be followed. You should include your original complaint form and all other documents you submitted and received at Level One, and you may also include any other supporting documentation relating to your complaint.

**Level Three – School Board of Trustees or Charter School Board**—If you did not receive the relief requested at Level Two, you may appeal the decision to the school board. The

appeal notice must be filed in writing, on a form provided by Seashore Charter Schools. The timeline on the Level Three Public Complaint/Grievance Form needs to be followed. You should include your original complaint form and all other documents submitted and received at Level One and Level Two, and you may also include any other supporting documentation relating to your complaint.