

Scintilla Charter Academy

Student, Parent/Guardian, or General Public Complaints Policy

Scintilla Charter Academy Student, Parent/Guardian, or General Public Complaints Policy Purpose The purpose of this policy is to provide guidelines to students, parents/guardians, or members of the general public for filing complaints against the school or employee of the school on any and all matters including complaints concerning Federal Programs: Title I, Part A; Title I, Part C; Title I, Part D; Title II, Part A; Title III, Part A; Title VI, Part B; the McKinney-Vento Act; School Improvement 1003(a) and 1003(g) (SIG) as well as complaints concerning a possible violation of rights under federal or state student data privacy and security laws., O.C.G.A. 20-2-667.

Dispute Resolution

1. The complaints process may be initiated directly to the Dean.
2. The school will provide the Complaint Form to the Complainant within 3 business days of receiving the request.
3. Parents, Guardians, or Unaccompanied youth who initiate a complaint, must do so in writing by completing the Complaint Form.
4. Written notice should be complete, as brief as possible, and simply stated.
5. The Dean will provide a written response to the dispute within 10 school days.
 - a. The response will include a notice of the right to appeal, to an ad hoc Appeals Committee, the decision of the Dean.
6. If the Parent, Guardian, or Unaccompanied youth does not agree with the decision of the Dean, an appeal may be filed with the Appeals Committee within 10 business days of receiving the written response from the Dean.
7. The Appeals Committee will provide a written response to the appeal within 3 school days.
 - a. The response will include a notice of the right to appeal his/her decision to the Governing Board.
8. If the Staff Member does not agree with the decision of the Appeals Committee, an appeal may be filed with the Governing Board.
9. Within 10 days of receipt of the appeal of the Appeals Committee's decision, the Appeals Committee will present the matter to the Governing Board at its regular meeting or at a special meeting called for that purpose. The Board will review the original complaint, the response of the Dean, the response of the Appeals Committee, and the response of the complainant. In addition, the Board may, but is not required to, hear directly from any individuals with knowledge of any relevant facts relating to the complaint.
10. The Governing Board will either uphold the recommendation of the Appeals Committee or require the school to take some other action in response to the complaint within 10 days of receipt of the appeal.
 - a. A copy of the action of the Board will be furnished to the complainant, either as a part of the minutes of the Governing Board or as a separate written statement that will include the right to appeal to the Georgia Department of Education.
 - b. The Board will be the final reviewing authority within the system.
11. If the Parent, Guardian, or Unaccompanied youth is dissatisfied with the decision of the Governing Board, an appeal may be filed with the Deputy Appeals Committee of Teacher and Student Support at the Georgia Department of Education, 1854 Twin Towers East, Atlanta, GA 30334.