

Parent/Guardian Grievance Policy

This policy relates to administrative decisions affecting a child's enrollment, programmatic policies and administrative procedures. If a child or parent/guardian has a grievance with administrative decisions, the following process must be followed:

- All issues must be presented in writing to the Site Coordinator. If the grievance involves the Site Coordinator, the issue may be presented in writing to either the Behavior Coordinator or the Enrichment Coordinator instead.
- If the issue is not resolved, it may be referred to the Administrative Manager. The Administrative Manager will document the meeting and the outcome of the meeting.
- If still unresolved, the issue may be referred to the Executive Director. This referral must be submitted within 5 program days of the meeting with the Administrative Manager.
 - The Executive Director may decide not to review the issue and will inform the party in writing within 5 school days.
 - If the Executive Director decides to review the issue, he/she will schedule a meeting within 10 school days of the receipt of the request.
 - While the issue is under review by the Executive Director, the decision of the Administrative Manager will stand.