

GRIEVANCE POLICY AND PROCEDURES

Complaint Process

At Eagle Academy, we respect the rights of all stockholders: parents/legal guardians, students, and staff. Every effort is made to ensure due process is afforded to all parties. However, from time to time a complaint will arise between parent / legal guardian and staff, student and staff, or staff and staff. In each case the complaint process is the same:

1. The complainant should let his / her complaint be known in a formal manner to the allegedly offending party. This initial complaint may be verbal or in writing. Eagle Academy prefers that the complaint be resolved at this level.
2. If the two sides are unable to come up with a mutually agreed upon solution, then the individual(s) can take his/her complaint in writing to the Principal (or Principal's Designee) which is the next level in the process.
3. Once the Principal (or Designee) is made aware of the complaint. The Principal (or Designee) will convene both parties for a conference. The Principal (or Designee) will hear both sides and verbally report a decision within five (5) business days.
4. The principal (or Designee) will then report his decision to both parties in writing within ten (10) business days if necessary.
5. Should the complainant wish to appeal the Principals' Decision, he/she must do so within (5) business days of the Principals' decision in writing to:
 - a. Eagle Academy Public Charter School
Chief Executive Officer (or Designee)
3400 Wheeler Road SE
Washington, DC 20032

6. If the complainant issue cannot be resolved with school-based leadership, he/she must reach out to a member of **Eagle Academy Public Charter School Board**, within 5 Business Days of the decision in writing to: Board Member Designee: Ronald Hasty, **3400 Wheeler Road SE, Washington, DC 20032** or via email: eaglepcsboard@eagleacademypcs.org

Complaint Process for Discrimination or Harassment

The procedures outlined below establish how complaints regarding discrimination or harassment will be investigated and resolved. These grievance procedures are intended to provide for a prompt and equitable resolution of complaints.

Who May File

Any person, including a student, parent/legal guardian or visitor, who believes they have been discriminated against or have been the subject of harassment based on race, class, color, national origin, religious affiliation, gender, gender identity and expression, sexual orientation, age, or disability, in admission or access to, or treatment in, Eagle Academy's programs and activities by Eagle Academy or its staff may make an informal or formal complaint.

Informal Complaint

Eagle Academy recognizes that most if not all disputes are capable of being resolved amicably when there is communication between the person who believes they have been discriminated against or the subject of harassment and the school's administration. Eagle Academy encourages, but does not require, that any person who has a grievance speaks

directly with the Principal (or Designee) in an effort to resolve the concern(s).

Formal Complaint

Step 1 - Initiation

A written notice must be completed and signed by the grievant and submitted to the Principal (or Designee) at the particular campus within ninety (90) days of the alleged discrimination or harassment. A complaint form may also be obtained from the school's front office. The written notice must identify the subject of the complaint, the time frame/date(s) of the occurrence and the resolution or relief sought. The written notice should be signed and dated.

Step 2 – Investigation

The Principal (or Designee) will promptly conduct an investigation of the matters outlined in the complaint. Each investigation will consist of obtaining written evidence, interviewing witnesses and allowing parties to present evidence. All matters relating to the investigation and/or the 31