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It is the policy of the Board that its administration maintain practices and procedures surrounding the registration of a grievance from students enrolled at the Academy and/or parents/guardians of students enrolled at the Academy which comply with all applicable federal and state laws. Failure of an individual to comply with timelines listed below will result in denial of the grievance or appeal. The Board prohibits retaliation against a student, parent or guardian who files a grievance under this policy. Failure of the school administration to comply with these timelines will result in automatic right of appeal to the next level.

If a student, parent or guardian has a concern, they should discuss the matter with the classroom teacher. Should they be dissatisfied with the teacher's meeting, they should, within 5 working days of the meeting, contact the assistant principal or the principal and request a meeting. The administration will arrange a meeting within 5 days of receiving the request. If the student, parent or guardian is dissatisfied with the resolution proposed by the administration, they must, within 5 working days of the meeting, make a written request for a hearing before the Board of Directors as outlined below.

In addition to the procedure above, individuals may bring concerns directly to the board, in writing, if the concern directly relates to the performance of the administration, a Board policy or decision, or an alleged violation of a North Carolina statute, the school's charter, or other applicable laws and regulations.

The written request should include a brief description of the concern and the action proposed to resolve the concern. The request must be hand-delivered or mailed to the principal, who will, in turn, notify the Board Chairman of the request. If the next Board meeting occurs within 10 days of the receipt of the request, the Chairman will place the matter on the agenda. If the next meeting occurs more than 10 calendar days from the receipt of the request, the Chairman may call a special meeting of the Board to hear the concern. The Chairman will ensure the individual is notified of the time, place and location of the meeting. The Board will deal with the concern in an open session, unless the concern involves the performance or behavior of an employee or the actions of a student. The individual may make a personal presentation or stand on the information contained in the request. The Board may address the concern at that meeting, or following the meeting, but in no case later than the end of the next regularly scheduled meeting. If the individual student, parent or guardian determines that the Board did not adequately address the concern, they may bring the concern to the North Carolina Department of Public Instruction.

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