



Eagle Academy PCS: GRIEVANCE POLICY AND PROCEDURES

Complaint Process

At Eagle Academy, we respect the rights of all stakeholders: 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 complainant can take his 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 Principal's decision, he/she must do so within 5 Business Days of the Principal's decision in writing to: **Eagle Academy Public**