

GRIEVANCES AND CONCERNS

The Board of Trustees and Leadership Team of Rocky Mount Prep value open communication and dialogue between parents, faculty, leaders and the Board. Your voice is valued in support of your scholar's educational needs. We will do our due diligence to listen to parents to seek to resolve concerns through open, respectful communication.

This policy will be used to hear suggestions, complaints, or concerns and if a situation arises that cannot be resolved between individuals. The purpose of this policy is to ensure that parents understand how to pursue the resolution of grievances, concerns, and disputes. We expect all parties to communicate respectfully in an effort to resolve any concerns or conflict.

When families need to raise a concern or file a complaint with the school, they should follow the steps described below. In each step of the process, we will ask whether the proper steps of communication have been followed. If these steps have not been followed, we will redirect parents to the previous steps.

This policy does not apply to scholar discipline or to children with disabilities. Please refer to the applicable policies related to such matters. When parents follow the steps in this process, we believe that very few concerns should require an appeal to the Board.

Step 1: Check the Scholar & Family Handbook

Please refer to the Handbook to see if your concern or issue is addressed there before contacting School Staff. This can save everyone time.

Step 2: Communicate with School Faculty or Staff

Call or email the faculty or staff member who is closest to the issue to be resolved. For example, if there is a problem in a scholar's math class, the parent shall first contact the math teacher. Please allow this person two (2) school days to respond. If you do not get a response, please contact the Elementary or Secondary office to ensure the message was received. School is a busy place, so please schedule meetings or phone conferences for after school, in order that they do not interrupt instructional time. Meetings shall be scheduled within five (5) school days of receipt of the concern. Please be on time for all appointments, speak and act reasonably, respectfully, and in good faith to solve the problem.

Step 3: Contact the Principal

If the matter is not resolved, please address the concern to your scholar's Principal through a call, email, or meeting. The Principal shall respond to your contact within two (2) school days and schedule a meeting within five (5) school days. If the complaint involves the Principal, the parent must first address the issue with the Principal and work reasonably, respectfully, and in good faith to solve the problem.

Step 4: Contact the Head of School

If the matter is not resolved by steps 1-3, the concern may be addressed to the Head of School via phone/email. The Head of School shall respond to your contact within one to two (1-2) school days and schedule meetings within five (5) school days. If the concern involves the Head of School, the parent must first address it with the Head of School and work reasonably and in good faith to solve the problem. Formal grievances regarding violations of the law, or Rocky Mount Prep's Charter, should be filed in writing.

Step 5: Appeal to the Board of Trustees

In the event that the concern or complaint is not resolved, parents have the right to appeal to the Board. Appeals shall be directed to the Board Chairman via written letter to the school office. The letter shall specify the individual(s) involved, details of the incident(s) giving rise to the complaint, including dates and approximate times, details of attempts to resolve the problem, and the requested solution.

The Board Chairman will share the complaint with the other Board members for consideration. The Board will then consider the complaint and take whatever action it believes appropriate, including, if deemed appropriate, a hearing before the board. The Chairman will acknowledge receipt of the appeal within ten (10) school days of receipt of the appeals request. After its consideration, the decision of the Board shall be final and shall be the last step in the grievance process.

If an individual or group voices a complaint at a public meeting of the Board, or to individual trustees, the trustees shall not respond to the substance of the complaint, but instead shall thank the individual or group for their time and direct them to the relevant complaint procedure.