



Harrisburg Global Academy

A K-8 Tuition Free Public Charter School



FMAAS Grievance Policy and Procedure

The philosophy of FMAAS is to resolve grievances with dialogue. The purpose of this policy is to establish a process for resolving public complaints when earnest dialogue alone is insufficient. Parents who have a grievance should use the following procedure in order to solve the grievance with other interested parties. Via this procedure, grievances will be resolved promptly and equitably. This policy is not intended to replace informal discussion and resolution of grievances.

- 1) Raise the grievance with the lowest-level interested member of the faculty or staff and seek to resolve the issue. The faculty or staff member may involve other, higher-level members of the school staff. FMAAS will endeavor to resolve issues at this level within 3 school days of initiation of this grievance reporting level.
- 2) If the problem persists and cannot be solved at the FMAAS staff level, the Aggrieved Party can appeal to the appropriate administrative head - such as Principal of Middle/Upper or Lower School - in writing. FMAAS will endeavor to resolve issues at this level within 3 school days of initiation of this grievance reporting level.
- 3) If the problem persists and cannot be solved at the appropriate administrative head level, the Aggrieved Party can appeal to the Principal in writing. FMAAS will endeavor to resolve issues at this level within 3 school days of initiation of this grievance reporting level.
- 4) If the grievance is not satisfactorily resolved by the Principal, the grievance may be submitted to the Board Chair in writing for mediation. The Board will review and their decision will be final. Resolution at this level will occur by the next regularly scheduled Board meeting, unless that Board meeting is less than 3 school days after reporting at this level.

The only student disciplinary matters that may be appealed to the Board are those taken under N.C. Gen. Stat. §§ 115C-390.7, 115C-390.10, or 115C-390.11. Administrative recommendations to exclude a student from the School can also be heard by the Board.