



## **STUDENT CONCERNS, COMPLAINTS AND GRIEVANCES**

PACE Academy provides a grievance procedure as a formal method for the resolution of any grievances concerning the treatment of students by PACE Academy personnel. These grievances may arise from allegations of violations of student legal rights or school policy. In addition, the Board recognizes that there may be conditions that PACE Academy could improve, and that students should have some means by which they can effectively express their concerns. PACE Academy will resolve student complaints and grievances through orderly processes and at the lowest possible level.

A teacher will provide any student or parent the opportunity to discuss a decision or situation that the student considers unjust or unfair. If the incident remains unresolved, the student, parent or teacher may bring the matter to the Academic Director or designee for consideration and action.

### **PACE Academy Student Grievance Policy**

**Purpose:** The purpose of this policy is to provide a clear and efficient process for reviewing and resolving student grievances, which may be filed and pursued by a student, a student's parent or guardian. Coastal Leadership Academy will keep all grievance proceedings confidential to the extent permitted by law.

The PACE student grievance process may be used by PACE students or their parents/ legal guardians as follows:



1. To address an alleged violation of applicable law, regulation or school policy that directly affects the student.
2. To address alleged discrimination or harassment against the student.

A student/parent/legal guardian who files a grievance has the right to be represented by legal counsel at their own expense, but timely notice must be given to the school to ensure the school can also have legal counsel present at any meeting. Meetings will not be held with only one party having legal counsel present.

If the timelines set forth herein are not met, the grievance may be deemed waived by the PACE official(s) charged with investigating and deciding the grievance.

The PACE official(s) charged with investigating and deciding grievances are entitled to extend the timelines herein for investigating and issuing decisions if necessary to conduct a thorough and complete investigation into a grievance or appeal.

Students and Families should follow a 3-step process to file a grievance with the school:

### **Step One: Informal Discussion**

Subject to the following paragraph, the aggrieved student must first initiate an informal discussion with the other person(s) involved in the incident giving rise to the grievance within ten (10) calendar days of the incident or



when the aggrieved student learned of the incident for the purpose of attempting to resolve the grievance.

If the grievance includes allegations of discrimination or harassment against the student, the student is not required to initiate an informal discussion with the person(s) allegedly discriminating against or harassing the student, and the student may proceed immediately to Step Two.

### **Step Two: Submit a Written Grievance to the Principal**

If the informal discussion does not resolve the student's concerns, the student may within ten (10) days after the informal discussion submit a written Grievance Form to the Building Principal.

The student must include in the Grievance Form a description of the grievance, the actions already taken by the student to attempt to resolve the grievance, and the relief requested. A Grievance Form that does not contain such information will be deemed incomplete and returned to the student to complete within the required timeline. Submission of an incomplete Grievance Form does not extend the required timeline. Only the issues set forth in the written Grievance Form shall be considered thereafter.

Upon the Principal's receipt of the Grievance Form, within ten (10 days) the Principal shall hold a conference with the student/parent/guardian and any other individual(s) deemed necessary by the Principal to discuss the allegations. The Principal shall issue a written decision to the student within five (5) school days of the conclusion of the conference(s).



If the grievance includes allegations of discrimination or harassment concerning the Building Principal, the student shall skip Step Two and submit a written Grievance Form within ten (10) days of the incident or when the student learned of the incident to the PACE Management Services Provider.

### **Step Three: Final Appeal to the PACE Governing Board**

If a student/parent/guardian is not satisfied with the Management Services Provider's written decision, the student may submit a written appeal to the PACE Governing Board within ten (10) days of receiving the MSP's written decision. The written appeal should be submitted to the PACE Board Chair. The written appeal must include a copy of the original written Grievance Form, a copy of the Principal's and the MSP's written decision, and a written description of why the student was not satisfied with the MSP's written decision. An appeal that does not contain such information will be deemed incomplete and returned to the student to complete within the required timeline. Submission of an incomplete appeal does not extend the required timeline.

Within ten (10) school days of receipt of a written appeal (or the original Grievance Form if the grievance involves allegations of discrimination or harassment against the Principal and is filed directly with the Board), the PACE Governing Board will hold a hearing. The Board will provide the student with notice of the hearing date and the procedures for the hearing in a timely manner. All hearings conducted pursuant to this Grievance Policy are considered non-adversarial. After the hearing, the PACE Governing Board will issue a written decision within ten (10) days, which will be final and binding. The PACE Governing Board is entitled to extend these



timelines if necessary for the purpose of conducting a thorough and complete investigation.

Adopted February 2021

Legal Reference(s): S.C. Code Ann., 1976, as amended:

Section 59-4-60(F)(13) – Charter School Grievance Procedure