

North Star Academy
Policy: Parent Grievance Policy
Approved: August 1, 2013



The purpose of this policy is to clarify for parents a process by which concerns can be addressed. The Board of Directors of North Star Academy (the “School”) values open communication between parents, faculty, staff, administration, and the Board. The Board encourages active parent participation in their children’s education, and hopes that parents will feel empowered to voice their opinions, volunteer in and out of the classroom for the School, and work as a team to provide the best education for their children. The Board also believes that individuals can generally resolve their own disputes through open, respectful communication. If a situation arises that cannot be resolved between the parties involved, then this policy will be used. The purpose of this policy is to ensure that parents understand how to pursue the resolution of grievances, concerns and disputes involving the School.

Concerns Involving School Personnel

A parent who has a complaint involving a teacher, staff member or member of the School’s administration (including the Principal) must first address the issue with the other individual involved and work reasonably and in good faith to resolve the concern.

A parent that is not able to resolve the dispute himself or herself may then raise the issue with the School’s Principal. The parent may be asked to send the Principal a written complaint specifying the individual(s) involved, details of the incident(s) giving rise to the complaint, including dates and approximate times, details of an attempt to rectify the situation, and the requested solution.

If a parent’s complaint involves the Principal, the parent must first address the issue with the Principal and work reasonably and in good faith to resolve the problem. The parent is not required to send the Principal a written complaint in this situation.

In the event the parent and the Principal are unable to resolve a complaint and the parent wishes to bring the issue to the Board’s attention, the complaint may be directed to the Board in writing. Complaints 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 will then consider the complaint and take whatever action it deems appropriate.

Concerns Involving Board Policy

If a parent has a concern regarding Board policy, the parent may communicate with any or all members of the Board in person, via telephone, or through e-mail and may address the Board during the “public comment” portion of a Board of Directors meeting.

Concerns that involve administrative practices or procedures should be addressed with the Principal rather than the Board.

Signature:

Trudy Sorenson, Board President

Date