

FAMILY COMPLAINTS, CONCERNS & APPEALS PROCEDURES POLICY

Hynes Charter Schools faculty, staff, and governance board share the commitment to accountability that we ask of all our parents/guardians and students. We will address any concerns promptly and fairly. Any parent/guardian may bring a complaint forward, including a request to appeal a disciplinary decision. Expulsion decisions are appealed through the NOLAPS Student Hearing Office procedures rather than this process. The process below has been established so that parents/guardians may bring concerns, appeals, or complaints to the attention of the appropriate party:

1. If a concern arises from a school situation, parents/guardians should first discuss it with the teacher or staff member(s) most directly involved.
2. If the parents/guardians believe that the discussion has not led to a satisfactory conclusion, they may proceed to discuss the matter with the PBIS Facilitator/Behavior Interventionist, Literacy Facilitator, Solutions Facilitator in an attempt to reach a resolution.
3. If the parents/guardians believe that the situation has not been resolved, concerns should be taken to the Assistant Principal/Principal who will review all supporting documents and work with all parties involved to come to a resolution.
4. If the parents/guardians believe that the situation still has not been resolved, a written request for an appeal must be brought to the CEO or Executive Leader, who will then investigate the matter to ensure that the previous steps (1-3) have been appropriately documented and completed. The CEO or Executive Leader will record the complaint and/or appeal and will address any concerns regarding appeal of a disciplinary decision, or any action or inaction taken by the school administration within five (5) school or business days.
5. If the parents/guardians believe that their matter has still not been properly addressed, they may appeal in writing to the President of the Hynes Board of Directors. The President of the Hynes Board will appoint a hearing committee, which shall include the parent representative on the board (the appointed person will be required to execute a Confidentiality Agreement to maintain the integrity of the process and to protect any confidential information that may be disclosed) and the CEO, to investigate the complaint and resolve it. Following the committee's meeting, a recommendation will be formally presented to the board in an executive session, and a final determination will be made. The students or parents will be notified of the decision within five school or business days of the board meeting.