



Grievance Policy and Procedure

GRIEVANCE POLICY AND PROCEDURE

California Virtual Academies is committed to achieving and fostering both employee and student/family satisfaction. The following procedure was developed to ensure that employee, student, and family grievances are addressed fairly and in a timely manner.

California Virtual Academies prohibit discrimination against students/families based on ethnicity, gender, ancestry, physical or mental disability, race, color, gender, national origin, sexual orientation, or religion. • The parent/guardian will address in writing any concern or grievance initially with the student's teacher and Lead teacher. Such person will respond within ten (10) school days. • If the concern or grievance is not resolved, the parent/guardian may, within ten (10) school days, request a meeting with a Principal to discuss the concern or grievance. The Principal will investigate and respond within ten (10) school days. • If the concern or grievance is not resolved by the Principal, the parent/guardian may, within ten school days, request a meeting with the Director to discuss the concern or grievance. The Director will investigate and respond within ten (10) school days. • If the concern or grievance is not resolved by the Director the parent/guardian may, within ten school days, request a meeting with the Head of Schools to discuss the concern or grievance. The Head of Schools will investigate and respond within ten (10) school days. • A written letter will be sent to the family that will address the concern and outcome.

UNIFORM COMPLAINT PROCEDURES

California Virtual Academies has the primary responsibility to ensure compliance with applicable state and federal laws and regulations and has established procedures to address allegations of unlawful discrimination and complaints alleging a violation of state or federal laws governing educational programs.

California Virtual Academies shall investigate and seek to resolve complaints using policies and procedures known as the Uniform Complaint Procedures (UCP) adopted by our local board.

Complaints must be filed in writing with the following compliance officer: Director of Categorical Programs 50 Moreland Dr. Simi Valley, CA 93065 Under Education Code Section 35186, California Virtual Academies complies with the procedure for the filing of complaints concerning deficiencies related to instructional materials, conditions of facilities, and teacher vacancy or misassignment. A copy of the Board-approved Uniform Complaint Procedure and a complaint form may be obtained, free of charge, by contacting the school office. You may also download a copy of the California Department of Education complaint form, along with a copy of the full policy and procedures from the following Web site: <http://www.cde.ca.gov/re/cp/uc/index.asp>.