



## *Grievance Policy and Procedure*

The California Virtual Academy 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. The California Virtual Academy prohibits discrimination against students/families on the basis of 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 Regional Lead. 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 the Principal to discuss the concern or grievance. The Principal will investigate and respond with ten (10) school days.
- If the concern or grievance is not resolved by the Principal, the parent/guardian may, within ten (10) school days, request a meeting with the Title IX Coordinator to discuss the concern or grievance. The Title IX Coordinator will investigate and respond with ten (10) school days.
- If the concern or grievance is not resolved by the Title IX Coordinator the parent/guardian may, within ten (10) school days, request a meeting with the Head of Schools to discuss the concern or grievance. The Head of Schools will investigate and respond with ten (10) school days.
- A written letter will be sent to the family that will address the concern and final outcome.