



## **GRIEVANCE POLICY**

Nevada Virtual Academy is committed to providing an effective means for parents and the community to voice concerns and complaints. In general, the complaint should be received and addressed at the level closest to which the complaint originated. For example, if it involves a teacher, first talk to that individual. If you are still concerned, talk with the principal. Then if you are still concerned, make an appointment to talk with the Head of School.

A grievance is a formal complaint regarding specific decisions made by school personnel. A grievance may be submitted in specific circumstances such as when a student or parent believes that board policy or law has been misapplied, misinterpreted, or violated. Any claims of discrimination on the basis of race, color, national origin, sex, pregnancy, religion, age, or disability also may be submitted as a grievance.

A grievance must be filed as soon as possible, but no longer than 30 days after disclosure or discovery of the facts giving rise to the grievance. A parent/student who has a grievance must provide the following information in writing to the principal:

- The name of the school district employee or other individual whose decision or action is at issue;
- The specific decision(s) or actions at issue;
- Any board policy or law that the parent or student believes has been misapplied, misinterpreted, or violated; and
- The specific resolution desired.

Upon receiving the written grievance, the principal will then:

- Schedule and hold a meeting with the student within five school days of receiving the grievance request;
- Conduct any investigation of the facts necessary before rendering a decision; and provide a written response to the grievance within ten days of the meeting.