



MOVEMENT SCHOOL

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| Type: | Procedure/Policy |
| NEPN Code: | JII |
| Title: | Student/Parent Grievance Policy |
| Status: | Adopted 10-31-24 |

The Movement Schools Atlanta Governing Board (“Board”) adopts the following policy which shall be effective on the date that the policy is adopted by the Board. If applicable, once adopted this policy replaces any previously approved school policy currently in place that provided direction on the items in this policy.

SECTION 1. Any parent who feels they have a concern/grievance should have the opportunity to have the issue heard. A grievance can take up to four steps; (1) grievance statement via phone call or email (2) qualification of hearing (3) hearing (4) review of the grievance. If parents or community members have a concern about the Movement School, they should follow the following procedure to reach a satisfactory resolution:

Please Note: We reserve the right to determine the process by which the grievance is addressed.

SECTION 2. When a concern arises, that concern should be taken directly to the classroom teacher and both parties should work together to find a resolution. If a resolution cannot be found the next step would be to contact the Grade Level Lead to schedule a meeting to work towards a resolution. If after these proper steps have been taken, families can continue to follow the grievance process as outlined below.

SECTION 3. Families and community members are encouraged to communicate any concerns or complaints that they have directly with the office manager. The Office Manager will assign the issue to the appropriate school administrator. Please allow 1-5 business days for your grievance to be resolved.

- If there are any school level grievances, the office manager will assign the issue to the appropriate school administrator. If the issue has not been resolved within 1-5 business days, contact the Director of Operations at your child’s school.
- If there is a grievance with teachers/other staff, this can be communicated to the Office Manager who will assign the issue to the appropriate school administration.
- If there is a grievance with the Principal, this can be communicated with the Superintendent.
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CEO

- If there is a grievance with the CEO, this can be communicated with the Board of Directors ▪ The parent may share their concerns with the Board of Directors in writing expressing their concerns. The board meets publicly on a regular basis; parents and guardians are encouraged to contact the Movement School Director for further information.

SECTION 4. Director of Operations- If the Office Manager does not satisfactorily resolve a parents' complaint, the school's grievance policy specifies at least one additional department or leader to whom grievances may be escalated within the organization that operates the school. Please allow 1-5 business days for your grievance to be resolved.

- If a parent or guardian of a student attending Movement School is not satisfied with the outcome or school-level decision pertaining to a grievance, the parent may contact Movement School's Principal.

SECTION 4.2 Contact the charter school's Board of Directors. If a parent or guardian of a student attending Movement School is not satisfied with the Movement School Principal's decision pertaining to a grievance, the parent may contact the Movement School's Board of Directors. This is the final step in the process where final decisions will be made.



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