Family/Student Grievance and Complaint Procedure

At Friendly Academy, we are committed to providing a safe, respectful, and supportive environment for every student and family. If you ever have a concern, we want you to know how to raise it and what to expect.

This summary is designed to give families a clear process in plain language. The full detailed policy is available on page 109 Here.

Step 1: Share Your Concern

If you have a concern about your child's experience, please start by sharing it with a teacher, staff member, or leader. Many concerns can be addressed quickly at this level.

For concerns involving harassment, discrimination, or serious misconduct, families can go directly to the Title IX Coordinator.

Step 2: Filing a Formal Complaint

If the concern is not resolved, or if it involves issues like sexual harassment or discrimination, you may file a Formal Complaint.

- A Formal Complaint is a written document asking Friendly Academy to investigate an allegation.
- It must be signed (digital or physical) and can be submitted:
    - In person
    - By mail
    - By email to the Title IX Coordinator, Tesha Robinson **trobinson@friendlyacademy.org**
- The person filing (called the Complainant) must be a student, parent/guardian, or individual currently participating in or

attempting to access a Friendly Academy program.

The Title IX Coordinator may also initiate a Formal Complaint if needed to protect the safety of our community.

Step 3: What Happens Next

- The Title IX Coordinator reviews the complaint and determines if it can move forward under the law.
- Families will be kept informed about every step of the process.
- Both parties (the person bringing the complaint and the person responding) have the right to:
    - Receive written notice of the allegations
    - Review evidence collected
    - Have an advisor or support person (family member, friend, or attorney) with them during the process

Investigations are typically completed within 90 days.

Step 4: Resolution and Outcomes

At the conclusion of the investigation:

- A written decision will be issued.
- If policy violations are found, the school may assign consequences and remedies (for example: warnings, loss of privileges, suspension, expulsion, or staff discipline).
- Both parties have the right to appeal the decision.

Step 5: Recordkeeping

Friendly Academy keeps records of all complaints and investigations for at least seven years, as required by law.

Our Commitment to Families

- Fairness: Every student and family will be treated with dignity and respect throughout the process.
- Support: Students and families will have access to supportive measures (like counseling, schedule adjustments, or additional resources) even if no formal complaint is filed.
- Transparency: Families will receive timely updates and clear explanations of next steps.