

Next Generation Academy (NGA) Grievances and Procedures

Policy Title: Grievance Policy

Approval Authority: Next Generation Academy School Board

Reference(s): CHTR-00611A, 16 NCAC 006G.0506(a)(1)

Effective Date: September 2026

Reviewed by the School Board: September 2026

GRIEVANCE PROCEDURES FOR PARENTS/GUARDIANS

I. Purpose:

This policy establishes procedures for addressing complaints and grievances filed by students, parents/guardians and staff members at Next Generation Academy. This policy is designed to provide a fair, consistent, and expeditious process for resolving grievances in accordance with North Carolina charter school laws and regulations.

II. Definitions

1. Grievance: A formal written complaint alleging a violation of school policy, state or federal law, or expressing dissatisfaction with decisions, actions, or inactions by school personnel.
2. Grievant: Any student, parent/guardian, or staff member who files a grievance.
3. Respondent: The person or entity against whom the grievance is filed.
4. School Day and/or School Events: Any day when school is in session according to the school calendar, including any sanctioned school sponsored events.
5. Time Limits: A grievance will only be heard if the grievance has been filed within 15-calendar days of the meeting with the principal. The 15-calendar days deadline may be extended at the discretion of the principal.

A parent grievance is defined as the formal written claim by a Parent or parents of NGA student that there has been a violation, misinterpretation, or misapplication of federal or state law or regulation, or NGA policies. For a formal written claim, the parent/guardian should complete the **NGA Grievance Form** and return it to the office, or email it to the principal.

It is desirable for grievances to be resolved through free and informal communications.

A parent should first attempt to resolve any grievance through discussion with the staff member involved. Parent to staff communications must be conducted with respect and professionalism.

If a grievance cannot be resolved at this level, the parent may request a grievance conference with the administrator, by completing the form.

The Supervisor is the principal, and the Director is the CEO/Founder.

Step I. Administrator Conference (Principal)

Step 1:

1. A parent wishing to invoke the grievance procedure shall make a written request for a conference with administrator of the staff member. **The parent will complete the NGA Grievance Form.*

1. The written request must include:
 - The grievant's name and contact information
 - Date of submission
 - A detailed description of the grievance, including dates, times, and specific facts
 - Names of any witnesses
 - Reference to any relevant policies, laws, or regulations
 - Description of prior attempts at resolution
 - The specific remedy or action requested

2. The Administrator shall acknowledge receipt of the grievance within three (3) school days.

3.. The Administrator shall investigate the grievance, which may include meetings with the grievant, respondent, and any witnesses

4. The Administrator shall provide a written decision within ten (10) school days of receiving the grievance, unless additional time is necessary and communicated to the grievant.

Step 2:

If the grievant is not satisfied with the Administrator's decision, the grievant may appeal to the **Director/CEO** within five (5) school days of receiving the Administrator's decision. The grievant will follow the steps in Step 1.

Step 3:

1. If the grievant is not satisfied with the Director/CEO's decision, the grievant may appeal to the Board Chair/Board of Directors within five (5) school days of receiving the Director/CEO's decision.
2. The appeal must be in writing and include:
 - A copy of the original grievance
 - A copy of the Administrator's and/or Director's decision
 - A statement explaining why the grievant disagrees with the Administrator's and/or Director's decision
3. The Board Chair shall acknowledge receipt of the appeal within three (3) school days.
4. The Board Chair may designate a committee to review the grievance or place it on the agenda for the next regular Board meeting, or at the discretion of the Board and/or Committee a special meeting can be called as long as it occurs within the thirty (30) days of the appeal.
5. The Board or designated committee shall review the grievance record and may, at its discretion, hear additional information from the grievant, respondent, or other relevant parties.
6. The Board shall issue a written decision within ten (10) school days after the Board meeting where the grievance was considered.
7. The Board's decision is final and binding except in cases where:
 - The grievance involves a claimed violation of state or federal law
 - The grievance involves a claimed violation of the charter agreement with the NC State Board of Education
 - The grievance involves a claimed violation of the school's bylaws

V. Employee/Staff Formal Grievance Process

The intent of this policy is to secure, at the lowest possible level, equitable solutions to problems affecting employees. These grievance proceedings shall be kept as informal and confidential as possible at all levels of the procedure.

An employee grievance is defined as the formal written claim by a NGA employee or group of employees that there has been a violation, misinterpretation, or misapplication of federal or state law or regulation, or NGA policies.

It is desirable for grievances to be resolved through free and informal communications.

An employee should first attempt to resolve any grievance through discussion with the employee's supervisor. If a grievance cannot be resolved at this level, the aggrieved employee may request a grievance conference with the supervisor.

Failure of an employee to comply with timelines listed below will result in denial of the grievance or appeal. The Board prohibits retaliation against an employee who files a grievance under this policy.

Step 1. Immediate Supervisor/Principal

1. The employee must submit a written grievance to their immediate supervisor within ten (10) working days of the incident or issue.
2. The written grievance must include:
 - Description of the grievance and relevant facts
 - Date(s) of the incident(s)
 - Explanation of prior attempts to resolve the issue
 - Specific policy, procedure, or rule allegedly violated (if applicable)
 - Desired resolution
3. The supervisor/principal shall meet with the employee within five (5) working days of receiving the grievance.
4. The supervisor/principal shall provide a written response within five (5) working days after the meeting.

Step 2: Director/CEO

1. If the grievance is not resolved at Step 1, the employee may appeal to the Director/CEO within five (5) working days of receiving the supervisor's response.
2. The appeal must include the original grievance, the supervisor's response, and an explanation of why the response was unsatisfactory.
3. The Director/CEO shall meet with the employee within five (5) working days of receiving the appeal.
4. The Director/CEO shall provide a written response within ten (10) working days after the meeting.

Step 3: The Board Chair/Board of Directors

1. If the grievance remains unresolved after Step 2, the employee may appeal to the Board Chair within five (5) working days of receiving the Director/CEO's response.
2. The appeal must include all previous documentation and responses, and an explanation of why the response at Step 1 was unsatisfactory.

3. The Board Chair shall appoint a Grievance Committee, and it shall review the grievance and may, at its discretion:
 - Request additional information from any party
 - Meet with the parties involved
 - Conduct an investigation
4. The Committee shall provide a written recommendation to the full Board of Directors within fifteen (15) working days of receiving the appeal.

Step 4. The Board of Director's/Board Chair

1. The Board Chair/Board of Directors shall consider the Committee's recommendation at its next regularly scheduled meeting, or at a special meeting if warranted.
2. The Board may:
 - Accept the Committee's recommendation
 - Modify the recommendation
 - Reject the recommendation and provide an alternative resolution
 - Return the matter to the Committee for further investigation
3. The decision of the Board shall be **final and binding**.
4. The employee shall receive written notification of the Board's decision within five (5) working days after the Board meeting.

VI. General Provisions

1. **Confidentiality**: All grievances shall be handled with appropriate confidentiality. However, information may be shared as necessary to conduct a thorough investigation.
2. **Non-Retaliation**: Next Generation Academy prohibits retaliation against any individual who files a grievance or participates in the grievance process. Any instances of retaliation should be reported immediately and will be addressed promptly.
3. **Representation**: Grievants may be accompanied by one representative of their choice during meetings related to the grievance.
4. **Timelines**:
 - All time limits may be extended by mutual agreement of the parties involved.
 - If the grievant fails to appeal a decision within the specified time limits, the grievance shall be considered resolved.
 - If the school fails to respond within the specified time limits, the grievant may proceed to the next level.
5. **Record Keeping**: Records related to grievances shall be maintained for a minimum of (5) years in accordance with state requirements (20 USC 1232g - FERPA).
6. **Annual Review**: This policy shall be reviewed annually by the Board of Directors.

Special Education Concerns

1. Grievances related to special education services shall follow this policy, but grievants are advised that additional rights and procedures exist under the Individuals with Disabilities Education Act (IDEA).
2. Parents/guardians may request mediation or file a complaint with the NC Department of Public Instruction's Exceptional Children Division.

VIII. Annual Notification

This grievance policy shall be published in the student handbook, staff handbook, and school website.

GRIEVANCE PROCEDURE TERMINATION FOR CAUSE

All NGA staff and teachers may be terminated “for cause”. The causes for termination are delineated in each employee’s contract. “For cause” termination can occur for instance, when a teacher becomes insubordinate, is convicted of a serious crime, or one of moral turpitude, or experiences unsatisfactory performance reviews. NGA staff teachers accused of a serious crime, but not convicted, will be suspended without pay pending resolution of the matter.

Reinstatement, upon exoneration, is at the discretion of the Board of Directors. NGA staff teachers, in jeopardy of termination, will be reviewed based on their performance reviews and privately signed contract provisions.

Title IX GRIEVANCE PROCESS

Prompt Filing. The Complainant must file a formal complaint within a reasonable time, ideally within 10 days of the alleged incident. A complaint will not be disallowed solely because of the passage of time. The Title IX coordinator (School Counselor) is charged with ensuring that all such complaints are timely, impartially, and appropriately investigated in accordance with applicable law.

Confidentiality. Every effort will be made to ensure the confidentiality of the complainant. There may be times where confidentiality may not be possible for NGA to conduct a thorough investigation. There may also be instances where NGA has a legal obligation to report certain information it receives to state or local authorities or to protect NGA community.

Timeline. While the timeframe for completing an investigation into individual complaints may vary depending on the circumstances, the Title IX coordinator will ensure that timeframes are reasonable and endeavor to complete any investigation, including any decision, within sixty (60) days of the filing of a complaint. The timeline may be extended where appropriate at the discretion of NGA. Include reasonably prompt time frames for conclusion of the grievance process, including appeals and informal resolutions, with allowance for short-term, good cause delays or extensions of the time frames.

Investigation. The school principal will conduct the investigation. The Investigator shall have full authority to investigate, including the authority to interview witnesses. The Investigator shall follow the guidance/mandates set forth above in this policy in conducting the investigation.

Decision-Maker. The Decision-maker (school principal), shall follow the guidance/mandates set forth above in this policy and shall use the preponderance of the evidence standard in reaching her/his decision. The Decision-maker shall timely provide written notice of the outcome of the complaint to the relevant parties.

Appeal. Either party may appeal the Decision-maker's decision to the CEO/Board of Directors within 14 days after a decision is made or NGA dismisses a formal complaint in a Title IX proceeding, on the following bases:

1. Procedural irregularity that affected the outcome of the matter,
2. Newly discovered evidence that could affect the outcome of the matter, and/or
3. Title IX personnel had a conflict of interest or bias, that affected the outcome of the matter.

The CEO/Board of Directors/Board Chair will appoint a panel of three board members to serve as the impartial review panel. The review will be conducted in accordance with all applicable laws and the panel may, but is not required to, request information directly from the parties. The three-member review panel will make a decision and will provide written notice of the outcome of the appeal to the parties within fourteen (14) school days, unless circumstances require more time. The decision of the Board Chair/Board of Directors shall be final and binding.

Signature Page

Annual Review

This policy shall be reviewed annually by the Next Generation Academy, and any recommended changes shall be presented to the full Board for consideration.

Board Chair Signature: *John Brown*

CEO Signature: *Sam Misher, Ed. D.*

Date: September 24, 2026