



Resolving Disputes/Registering Grievances

Focus Academy seeks to foster an environment of openness and communication with our families. This is accomplished in part through encouraging parent participation in regularly scheduled educational meetings, parent seminars, and other school-wide functions in order to maintain a high level of family involvement. Information is also communicated to parents via our weekly Thursday envelope, our Sunday evening email newsletter, notes in student planners as well as the Focus Academy website and Facebook page. As all Focus Academy students have T/IEPs, the flow of communication as it personally impacts each student is ongoing. Parents have opportunities during annual IEP meetings and Parent/Teacher conferences to discuss their student's progress and any concerns or issues.

Although no member of the school community shall be denied the right to petition the Board for redress of a grievance, the complaints will be referred through the proper administrative channels for resolution before investigation or action by the Board. Exceptions are complaints concerning Board actions or Board operations only.

The Board advises the Focus Academy school community that the proper channeling of complaints involving instruction, discipline, or learning materials is as follows:

- **Teachers** – Ask the teacher or school staff person about whom you have a complaint to schedule a conference for the purpose of discussing your concern. Complaints related to an Educational Assistant or Job Coach should be directed to the Classroom Teacher overseeing that individual.
- **Administrative Team** – If the person who is the basis of your complaint does not resolve your grievance, arrange to speak with the Administration regarding the issue. The Administration shall provide a response or resolution to the issue within ten days from the meeting date.
- **Board of Directors, Parent Liaison** – If efforts to resolve the grievance with the administrators is not successful, the parent or student wishing to appeal the Administration decision must submit a documented grievance notification to Focus Academy's Board of Directors Parent Liaison Kirsten Fisher at parentrep@focusacademytampa.org.

- **Board of Directors** – Parent or student must email the Board at board@focusacademytampa.org no later than ten school days from the date of the said decision of the Parent Liaison. Within thirty days of receiving the grievance, the Board shall meet to discuss the grievance. The grievant shall be invited to participate in the next regularly scheduled meeting and bring evidence in support of his or her complaint. The grievant will be allocated no more than five minutes to present their grievance. The Board shall render a resolution as to the grievance in writing within 15 days of the Board meeting.