



# THE OFFICE OF CHARTER SCHOOLS

## GRIEVANCE RESOLUTION FLOWCHART

1. Which type of problem am I having? (These are only general examples, not an exhaustive list)				
General Issues	Enrollment and Records Issues	Special Education/504	Discipline	Critical Issues
<p>I have a disagreement with a teacher or another student.</p> <p>I have a concern with the culture or climate at the school.</p> <p>I have questions about the school's student handbook, dress code, et cetera.</p> <p>I would like to discuss the early dismissal process.</p>	<p>I would like to enroll my student in a charter school.</p> <p>I never received my student's report cards.</p> <p>I need my student's test data.</p> <p>I would like to withdraw my student.</p>	<p>My student's IEP/504 is not being implemented.</p> <p>My student's IEP/504 is out of date.</p> <p>I disagree with a decision made by the IEP team.</p> <p>I am unable to schedule a case conference.</p>	<p>My student has been expelled (11 days suspension or more)</p> <p>My student has been suspended for ten or less days</p> <p>I was told I should withdraw my student because they aren't a good fit <b>OR</b> I was told if I withdraw my student, they won't face a discipline consequence.</p>	<p>My student is in danger.</p> <p>My student is being bullied.</p> <p>My student is being sexually harassed.</p> <p>I believe a staff member is committing fraud.</p>
2. Who is responsible for working with me to find a solution?				
<p>These issues should be resolved at the school level.</p>	<p>Charter schools handle their own enrollments and record keeping.</p>	<p>These issues will be resolved by the school. SCS staff may advise and mediate.</p>	<p>These issues will be resolved by the school. <b>SCS will never overturn a school level decision.*</b> *Different for Grizzlies Prep</p>	<p>The school and SCS will work with you to ensure your student is safe.</p>
3. What steps need to happen to address my problem?				
<p>Speak to the school.</p> <p>If the issue is unresolved, follow the school's grievance process. This should be available on the school's website. It typically means speaking to the governing Board Chair.</p>	<p>Speak to the school.</p> <p>If your student's school has <i>permanently closed</i>, SCS may have the records on site.</p> <p><b>If you wish to enroll in an SCS District Managed school</b>, visit the Parent Welcome Center.</p>	<p>Speak to the school leader.</p> <p>If you are unable to schedule a case conference after requesting one, SCS will work to help you resolve this matter.</p>	<p>Attending a charter school is the <i>parent's</i> choice, not the school's. A school <b>can never</b> ask you to withdraw a student because they are not a good fit <b>or</b> to avoid a consequence.</p> <p>If your student has been expelled, you have five days to request a hearing. That hearing must be held within 10 days from the start of the consequence.</p>	<p>Speak to the school.</p> <p>State law requires a bullying investigation begin within 48 hours.</p> <p>If your student is being abused, report it to DCS at 877-237-0004.</p> <p>Report fraud at: <a href="http://scsk12.org/reporting">scsk12.org/reporting</a></p>
4. What happens if my problem isn't resolved after I've done everything on the list?				
<p>If the school is <i>unresponsive</i>, SCS will send a memo to the school and the Board Chair requesting a resolution within five <i>school</i> days.</p>	<p>Your student should continue to attend school as applicable.</p> <p>If the school is <i>unresponsive</i>, SCS will send a memo to the school and the Board Chair requesting a resolution within five <i>school</i> days.</p>	<p>If the school is <i>unresponsive</i>, the Office of Charter Schools will work with Exceptional Children or Student Equity, Enrollment, and Discipline to resolve the matter. We will remain in communication with you as we work through that process.</p>	<p>If the school is <i>unresponsive</i>, SCS will send a memo to the school and the Board Chair requesting a resolution within five <i>school</i> days.</p> <p>If your student's due process rights have been violated, SCS will require corrective action.</p>	<p>Shelby County Schools monitors compliance with all state and federal laws, and holds schools accountable for following the law. SCS will work with schools to remain complaint, but, when necessary, will require corrective action, potentially resulting in revocation.</p>