

Student/Parent Complaints

Original Implementation: July 11, 2008

Last Revision: July 11, 2008

The Stephen F. Austin State University Charter Board (SFA Charter Board) encourages students and parents to discuss their concerns and complaints through informal conferences with the teacher, principal/CEO, or other appropriate employee.

Complaints should be addressed as soon as possible to allow early resolution at the lowest possible level. If an informal conference regarding a complaint fails to reach the outcome requested by the student or parent, he or she may initiate the formal process described below by timely filing a written complaint form.

Complaint forms may be obtained from the office of the principal/CEO and must be completed in all material respects. Complaint forms are to be filed with the principal/CEO within 15 days from the date of the event causing the complaint or within 15 school days of the date the parent/student first learned of the event. Untimely complaints will not be considered.

Within 15 days of receipt of the complaint, the Administrative Review Committee, composed of the principal/CEO, the Academic Coordinator and Campus Coordinator, will meet with the parent/student to discuss the complaint. A decision will not be made at the meeting, but will instead be issued in writing within 15 days of the meeting.

If the parent/student does not receive the relief requested from the Administrative Review Committee, the parent/student may appeal to the SFA Dean of Education. Likewise, failure to issue a decision timely will allow the parent/student to automatically appeal to the SFA Dean of Education. A Notice of Appeal form may be obtained from the office of the principal/CEO and must be filed with the principal/CEO within 15 days of receipt of the decision of the Administrative Review Committee. The Dean of Education will review the record on appeal and schedule a meeting with the parent/student within 15 days of receipt of the Notice of Appeal. No new evidence may be submitted by the parent/student, nor considered by the Dean. A decision will not be made at the meeting, but will instead be issued in writing within 15 days of the meeting.

If the parent/student does not receive the relief requested from the Dean of Education, the parent/student may appeal to the SFA Charter Board. Likewise, failure to issue a decision timely will allow the parent/student to automatically appeal to the SFA Charter Board. A Notice of Appeal form may be obtained from the office of the principal/CEO and must be filed with the principal/CEO within 15 days of receipt of the decision of the Dean of Education. The matter will be placed on the agenda at the next regularly scheduled meeting of the SFA Charter Board. The board members will review the record on appeal. No new evidence may be submitted by the parent/student, nor considered by the SFA Charter Board members. A decision will be announced at the meeting. The decision of the SFA Charter Board is final and may not be appealed.

Responsible for Implementation: Principal/CEO

Contact for Revision: Principal/CEO

Forms: SFA CHARTER SCHOOL OFFICE