

Student/Parent Complaints

Original Implementation: July 11, 2008
Last Revision: July 20, 2022 (under review)

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, CEO/Principal/Superintendent, or other appropriate school official.

Complaints should be addressed as soon as possible to allow early resolution at the lowest possible level. While an informal conference regarding a complaint is encouraged, it is not required prior to filing a formal complaint. This policy details the three-level formal complaint process available to parents/students.

To initiate a formal complaint, the student/parent should obtain a complaint form from the office of the CEO/Principal/Superintendent of the SFA Charter School (SFACS). Complaint forms must be completed and filed with the CEO/Principal/Superintendent within 15 school days from the date of the event giving rise to the complaint or within 15 school days of the date the student/parent first learned of the event. Delayed complaints will not be considered.

Within 15 school days of receipt of the complaint, an Administrative Review Committee, consisting of no less than three school officials will meet with the student/parent to discuss the complaint. The Administrative Review Committee may be composed of any combination of the following personnel: the CEO/Principal/Superintendent, the SFACS Academic Coordinator, the Director of the Early Childhood Laboratory, and/or the Chair of the Department of Education Studies. A decision regarding the relief requested in the complaint will be issued by the Committee in writing within 15 school days of the meeting.

If the student/parent is dissatisfied with the Administrative Review Committee's decision, the student/parent may appeal to the Dean of the James I. Perkins College of Education. Should the Administrative Review Committee fail to issue a timely decision this policy permits the student/parent to automatically appeal to the Dean of the James I. Perkins College of Education. To initiate an appeal, a Notice of Appeal form should be obtained from the office of the CEO/Principal/Superintendent and must be filed with the CEO/Principal/Superintendent within 15 school days of receipt of the Administrative Review Committee's decision. The Dean of the James I. Perkins College of Education will review the record on appeal and schedule a meeting with the student/parent within 15 school days of receipt of the Notice of Appeal. The parent/student may not submit—and the Dean may not consider—any new evidence on appeal. The Dean will issue a decision in writing within 15 school days of the appeal meeting.

If the student/parent does not receive the relief requested on appeal, the student/parent may initiate a second and final appeal to the SFA Charter Board. Likewise, should the Dean fail to issue a timely decision, this policy permits the student/parent to automatically appeal to the SFA Charter Board.

To initiate the second and final appeal, a Notice of Appeal form should be obtained from the office of the CEO/Principal/Superintendent and must be filed with the CEO/Principal/Superintendent within 15 school days of receipt of the decision of the Dean of the James I. Perkins College of Education. The matter will be placed on the agenda at the next regularly scheduled meeting of the SFA Charter Board. Board members will review the record on appeal and will not consider any new evidence. The Board will consider the matter and render a decision at the meeting. The decision of the SFA Charter Board is final and may not be appealed.

Responsible for Implementation: CEO/Principal/Superintendent
Contact for Revision: CEO/Principal/Superintendent
Forms: SFA CHARTER SCHOOL OFFICE