

### **Grievances with the School**

Concerns about school policy, academic grades, discipline decisions, and all other matters should first be addressed with the School Leader or Chief Operating Officer (COO). In the event that the complaint involves the School Leader and/or COO, or that the complaint cannot be resolved by the School Leader/COO, the parent/guardian may present the complaint to the Board of Directors. The complaint should be submitted to the Board Chair in writing via email to the Board Chair or mail/delivery to the School. The Board of Directors will review all complaints and will respond in writing to the parties concerned within 15 days. The decisions of the Board of Directors are final.