

YHALE

Complaint/Grievance Policy and Procedures

PURPOSE

The purpose of the Complaints/Grievance Policy and Procedures is to provide guidelines for individuals (staff, students, families, public) for filing complaints against Yi Hwang Academy of Language Excellence (YHALE) or employee or Governing Board member of YHALE on any and all matters, including those related to federal programs such as Title I – Part A, Title II – Part A, Title IV – Part B, Title IX, the McKinney-Vento Act, and any other related federal programs or regulations.

DISPUTE RESOLUTION

In all cases, YHALE encourages all parties to attempt to resolve disputes at the lowest level possible as a first step in order to promote civility and avoid misunderstandings. Examples might include the following:

- A parent contacts his/her child's teacher with concerns about the teacher, another student in the class, the child's conflicts with another child, or needs for the child.
- A parent contacts a member of YHALE administration or staff about concerns or questions about school administration, student resources, or school operations.
- An YHALE employee speaks directly to another employee about a misunderstanding or concern.
- A member of the public emails admin@yhale.org with questions or concerns.

YHALE does not discourage reporting of complaints, and the information provided in this policy and related procedures will guide complainants through the process of filing a complaint. Details are also included in the Student Handbook and Employee Handbook.

STAFF COMPLAINTS

When workplace problems or disputes cannot be resolved informally, employees may file a formal complaint following the procedures outlined below. This process addresses alleged violations, misinterpretations or misapplications of YHALE's policies, rules, regulations or written agreements. It does not apply to performance ratings, job performance, termination, non-renewal, demotion, suspension and reprimands, or the revocation, suspension or denial of certification of any certified employee.

1. The complaint must be submitted in writing to the Principal, within 10 calendar days of the event/incident.
2. The Principal will review the complaint and may request additional information, as needed, at her/his discretion.
3. The Principal will issue a written response to the complainant within five (5) business days. The written response will include procedures for filing an appeal with the Governing Board Chair.

Request for Appeal of the Principal's Decision

A staff member may appeal the decision of the Principal by submitting a request in writing to the Governing Board Chair, within 10 business days of receiving the decision from the Principal. Requests for appeal may be emailed to lpark@yhale.org. The procedure for appeal shall follow the steps below:

1. The Governing Board Chair, along with other Governing Board members, as appropriate, will review the complaint, any collected information/evidence, as well as the decision of the Principal. The Board, at their discretion, may seek additional evidence and testimony.
2. The Governing Board will provide a written response within 30 business days of the date of appeal and will ensure that any appropriate actions are taken, as directed.
3. The staff member may appeal the Governing Board's decision to the Georgia Department of Education at the following address:

Deputy Appeals Committee of Teacher and Student Support
GaDOE
1854 Twin Towers East
Atlanta, GA 30334

PARENT/GUARDIAN & GENERAL PUBLIC COMPLAINTS

YHALE encourages open communication and cooperation. For that reason, students, parents/guardians, and the general public are requested to address concerns directly with teachers, support staff, and administration. If, however, an individual believes that a concern has not been properly addressed, a formal complaint may be filed.

1. The complaint must be submitted in writing to the Principal, within 10 calendar days of the event/incident. The complaint may be emailed to the Principal. If an individual has a complaint involving the Principal, the complaint may be addressed directly to the Governing Board Chair, at lpark@yhale.org.
2. The Principal will review the complaint and may request additional information, as needed, at her/his discretion.
3. The Principal will issue a written response to the complainant within five business days. The written response will include procedures for filing an appeal with the Governing Board Chair.
4. If the complaint involves the Principal, the Governing Board Chair, along with other Governing Board members will review the complaint and may request additional information, as needed, at their discretion.
5. The Governing Board will provide a written response within 30 business days of the date of complaint and will ensure that any appropriate actions are taken, as directed.

Request for Appeal of Executive Director Decision

A parent/guardian or member of the general public may appeal the decision of the Principal by submitting a request in writing to the Governing Board Chair, within 10 business days of receiving the decision from the Principal. Requests for appeal may be emailed to lpark@yhale.org. The procedure for appeal shall follow the steps below:

1. The Governing Board Chair, along with other Governing Board members will review the complaint, any collected information/evidence, as well as the decision of the Principal. The Board, at their discretion, may seek additional evidence and testimony.

2. The Governing Board will provide a written response within 30 business days of the date of appeal and will ensure that any appropriate actions are taken, as directed.
3. The parent/guardian or member of the general public may appeal the decision to the Georgia Department of Education at the following address:
Deputy Appeals Committee of Teacher and Student Support
GaDOE
1854 Twin Towers East
Atlanta, GA 30334

COMPLAINTS RELATED TO ADMINISTRATION

If a parent/guardian, staff member, or member of the public has attempted to resolve a dispute through other means, complaints related to the Principal and/or YHALE administration may be submitted following the procedures outlined below.

1. The complaint must be submitted in writing to the Governing Board Chair within 10 calendar days of the event/incident. The complaint may be emailed to lpark@yhale.org.
2. The Governing Board Chair, along with other Governing Board members, will review the complaint, and may request additional information, as needed, at their discretion.
3. The Governing Board will provide a written response to the complainant within five business days.
4. If determined necessary, or if the complainant appeals the decision, the Governing Board as appropriate, will review the complaint, any collected information/evidence, as well as information provided by the Principal. The Board, at their discretion, may seek additional evidence and testimony.
5. The Governing Board will then provide a written response within 30 business days of the date of appeal and will ensure that any appropriate actions are taken, as directed.

CIVIL RIGHTS CONCERNS

YHALE fosters a community of diversity, acceptance, and non-discrimination. The YHALE Governing Board requires full compliance with all federal and state non-discrimination laws, including, but not limited to the following: Title VI and VII of the Civil Rights Act of 1964, Title IX of the Educational Amendments of 1972, Equal Pay Act of 1963, Pregnancy Discrimination Act, Age Discrimination Act of 1975 (Age Act), Age Discrimination and Employment Act (ADEA), Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, Boy Scouts of America Equal Access Act of 2001, and Public Law 101-476, Individuals with Disabilities Education Act (IDEA).

These laws prohibit, and YHALE forbids, discrimination on the basis of age, race, color, national origin, religion, sex, disability, pregnancy, and veteran status in all school programs and activities. This includes academic, extracurricular, athletic, and other school programs, as well as during field trips, and in school classes or training programs that take place off school grounds. Sexual harassment is a form of sex discrimination prohibited by Title IX. The District is committed to upholding these laws and takes discriminatory behaviors seriously.

Complaints regarding civil rights should be submitted in the procedures described above.

Discrimination complaints may also be filed directly at the following addresses:

Equal Employment Opportunity Commission
Sam Nunn Atlanta Federal Center

100 Alabama Street, SW, Suite 4R30
Atlanta, GA 30303

or

U.S. Department of Education
Atlanta Office for Civil Rights
61 Forsyth St. S.W., Suite 19T70
Atlanta, GA 30303-3104

FERPA COMPLAINTS

Individuals have the right to file a complaint with the U.S. Department of Education concerning alleged failures by the school to comply with the requirements of FERPA. The name and address of the office that administers FERPA is the Family Policy Compliance Office, U.S. Department of Education, 400 Maryland Avenue, SW, Washington, DC 20202-8520.

SEXUAL HARASSMENT & TITLE IX COMPLAINTS

YHALE does not tolerate acts of sexual harassment. Any complaints describing incidents of sexual harassment should be submitted following the procedures described above.

YHALE does not discriminate based on sex in education programs, school activities, admissions, and employment and are committed to promoting gender equity, preventing hostile environments based on sex, prohibiting sexual harassment/violence, ensuring protection from retaliation, and remedying other gender-based forms of discrimination in academic settings.

Susan George is the YHALE Title IX Coordinator. Any Title IX complaints, concerns or questions should be submitted to her at 4550 River Green Parkway, Suite 100, Duluth, GA 30096; Email: sgeorge@yhale.org; Phone: 404-738-6219.

NO RETALIATION

Retaliating against anyone for filing a complaint or for participating in an investigation of a complaint filed under this procedure is prohibited. Any employee or student who retaliates in violation of this procedure shall be subject to disciplinary action. However, students or employees who knowingly make false charges may be subject to disciplinary action as well as any civil or criminal legal proceedings.

SPECIAL NOTE

YHALE appreciates and understands that concerned, engaged parents and guardians will have varying opinions about YHALE policies and procedures. YHALE is grateful for parent/guardian involvement and participation, and respectful, thoughtful engagement is always welcome. In order to promote a positive, collaborative community, YHALE encourages questions and concerns about policies and procedures such as uniforms, carpool, homework requirements, curriculum, etc. be addressed by submitting a question/concern to admin@yhale.org and allow at least five business days for a response. Please understand that concerns expressed may not lead to a change in policy and/or procedures and that YHALE administration considers the good of the entire YHALE community, as well as federal and state requirements, when making decisions.

Such concerns may also be presented during the public comment period of the Governing Board open meetings; however, matters of YHALE daily operations, which are led under the direction of the Principal, are typically referred back to YHALE administration.

DISSEMINATION

This policy and corresponding procedures shall be included in the Employee Handbook, Student Code of Conduct and Discipline Handbook, and posted on the YHALE website.