

**NORTH CAROLINA AGRICULTURAL AND TECHNICAL STATE UNIVERSITY
AGGIE ACADEMY**

RESPONDING TO COMPLAINTS POLICY

Aggie Academy is committed to providing an effective means for parents and the community to voice concerns and complaints, and to resolve concerns and complaints whenever possible, and has established the following processes:

- (1) Informal resolutions of specific concerns; and
- (2) Grievance procedure for addressing concerns when there is a belief that a violation, misapplication, or misinterpretation of school policy, or state or federal law or regulation, has occurred, with the exception of appeals related to disciplinary actions under the Code of Student Conduct and other situations for which a specific appeal process is established by policy.

Complaints that are not specifically included in other policies will be addressed in the following manner:

- (1) The complaint should be submitted at the level closest to which the complaint originated (e.g., complaint regarding a classroom should be heard first by the teacher; complaint regarding the school should be addressed first by principal; personnel matters should be referred to the immediate supervisor of the person against whom the complaint is made, etc.).
- (2) Any advisory board or staff member receiving a complaint should ensure that the complaint was appropriately referred and if not, assist the complainant by identifying appropriate personnel.
- (3) After appropriate referral, the complainant should be informed of the options for further review of the complaint by the Chancellor or the Chancellor's designee if the complainant is dissatisfied with the response to the complaint.
- (4) If an impartial investigation determines that the complaint is unfounded or that no further action from the school is warranted, the complainant shall be so informed in writing and the complaint process shall end.
- (5) Regardless of the resolution, the principal shall notify the advisory board of the complaint after a final resolution at its next scheduled meeting.

The principal is responsible for communicating the requirements in this policy to staff and for developing applicable procedures.

Original Effective Date: August 29, 2022

Authority: Chancellor

Legal References

N.C. Gen. Stat. §116-239.8

UNC Policy Manual, The Code, Section 502

