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**I. PURPOSE**

Athlos Academy recognizes the right of any of its staff, students, parent/guardians or community members to file a formal grievance, only in cases where traditional methods of communication have failed to resolve an issue.

**II. POLICY**

- A. Grievances should first be expressed at the local level; through direct communication between the complainant and the person most able to resolve the issue (i.e. teacher, staff member, or administrator).
- B. If an issue is not satisfactorily resolved through direct communication the issue may be elevated to the attention of school administration by scheduling a meeting with the Lead School Administrator or designee through the front office.
  1. If a resolution cannot be reached between the complainant and the Lead School Administrator, the complainant may file a formal grievance.
  2. Athlos Academy's formal *Grievance Form* shall be completed and submitted to the front office within fourteen (14) days from the incident that resulted in the grievance.
    - a. The designated school administrator shall readdress the situation and send a written decision to the complainant within five (5) working days.
    - b. If the complainant is not satisfied with the administrative decision he/she may appeal to the Athlos Academy Governing Board.
    - c. All grievances must include a written record of all communications and administrative meetings.
  3. Issues escalated to the Athlos Academy Governing Board shall be addressed in compliance with Louisiana Open Meetings Law.

**Legal References:**

[La. R.S. §42:11](#) (*Open Meetings Law*)