

PALM BAY EDUCATION GROUP, INC.

DISPUTE RESOLUTION POLICY

Intent

The intent of this policy is to resolve disputes between parents, students or other and the school quickly and effectively.

The following dispute resolution procedures only apply in the absence of other specific hearing, due process, appeal, or dispute resolutions procedures governed by: (a) federal or state laws, regulations, or rules; or (b) other district policies, procedures, or agreements.

The dispute resolution procedures are set forth as follows:

1. The parent/guardian should first visit with the appropriate school educator or employee to discuss the perceived problem or concern in an effort to seek a satisfactory resolution.
2. If a satisfactory resolution cannot be reached, or if, for significant reasons, the parent/guardian feels they cannot meet with the appropriate school educator or employee, the parent/patron can seek resolution through the school's Principal.
3. If the dispute or concern cannot be resolved satisfactorily by the school's Principal, the parent/guardian may appeal to the Executive Director of Palm Bay Education Group, Inc.
4. If the dispute or concern cannot be resolved satisfactorily with the Executive Director, the parent/guardian may appeal to the Board of Directors. The decision of the Board regarding the dispute or concern is final, provided that the dispute or concern does not involve matters related to an individual's protected liberty or property rights.
5. Any appeals to the Board will be sent to the Board Chair in writing within 5 days of meeting with the Executive Director. The written appeal may be sent via email, regular mail, or fax at the Chair's discretion.
6. If no appeal is received by the Chair within 5 days, the Executive Director's decision is final.
7. The Chair will review the appeal and may meet formally or informally with the parent/guardian to gather more information.
8. If the dispute can be resolved within the School and Board's existing policies, the Chair may resolve the dispute. If the dispute has merit and is outside of the School or Board's existing guidelines, the Chair may present the issue at the next regularly scheduled board meeting.

Approved on _____, by _____