

WEST UNIVERSITY HIGH SCHOOL GRIEVANCE POLICY

Disputes with parents/ guardians will be handled in a professional manner, with dignity and respect.

Complaints about the school should be registered with the Principal or Assistant Principal (administrator), who will determine the nature of the complaint and begin collecting all the relevant information and data. The administrator will take steps to resolve the situation in a reasonable, agreed-on timeframe.

Depending on the nature and severity of the complaint, or if the parent or guardian is not satisfied with the resolution, the administrator may inform the Governing Board Chair of the complaint and the plan to address the complaint. The parent / guardian may also contact the Governing Board Chair, whose contact information may be obtained at the School's front desk.

The Board shall have final authority to hear and decide on actions because of parental concerns.

Parents are always welcome to attend quarterly Board meetings. Public notices for these meetings are placed on the front door of the school and are posted in the "Governing Board Meeting Schedule" area at <https://westuniversityhs.com/>. Parents are welcome to voice comments / concerns / recommendations during the Public Comment period of any meeting of the Board.