

Complaints, Grievances, & Whistleblower

A8

The purpose of this policy is to establish a clear, fair, and lawful process by which students, families, employees, and other stakeholders of Excelsior Village Academies may express grievances or report misconduct, and to ensure the protection of individuals who report such matters in good faith without fear of retaliation.

This policy consolidates grievance and complaint procedures required under federal and Georgia law, including but not limited to Title IX, Section 504, ADA, the Protect Students First Act, and whistleblower protections.

Excelsior Village Academies is committed to resolving concerns at the lowest appropriate level through respectful, data-informed dialogue and collaborative problem-solving. Stakeholders should make reasonable efforts to address concerns informally. Where resolution is not achieved, this policy outlines formal procedures for submitting and resolving complaints, including mandatory steps under specific state laws and whistleblower protections.

Authority and Governance. The Governing Board retains ultimate authority for policy adoption, oversight, and hearing appeals where provided by law or this policy. The Chief Executive Officer shall implement this policy through regulations and ensure compliance with all applicable federal and state laws. Designated coordinators (Title IX, Section 504, ADA, Civil Rights) shall be appointed annually, with contact information published in the Student & Family Handbook, Employee Handbook, and on the school website.

Scope of Complaints and Grievances. Grievances may fall into one or more of the following categories:

- **Category 1: *Student-Related Complaints***
Complaints involving a student, teacher, support staff, or classroom incident
- **Category 2: *Operational Concerns***
Concerns about school-wide operations, communications, facilities, safety, transportation, or administration
- **Category 3: *Community Relations***
Concerns involving school-affiliated parents, guardians, volunteers, or community members (behavior at events, communications, access, etc.)
- **Category 4: *Civil Rights, Discrimination, Harassment, Retaliation***

Allegations under Title VI, Title IX, Section 504, ADA, IDEA, or other civil rights laws (including disability and sex-based complaints). See the [Sexual Harassment Policy](#).

- **Category 5: Curriculum Complaints (Protect Students First Act)**
Complaints under O.C.G.A. § 20-1-11, the Protect Students First Act, regarding divisive concepts or curriculum matters. See the [Protect Students First Policy](#).
- **Category 6: Whistleblower Complaints**
Reports of fraud, misuse of funds, ethical violations, or unlawful conduct.
- **Category 7: Governance Complaints**
Complaints alleging misconduct, ethics violations, Open Meetings/Open Records concerns, or breaches of fiduciary duty by the Governing Board or individual board members.

Employee Complaints Outside of Scope. Employees with complaints regarding the terms and conditions of their employment, as defined by O.C.G.A. § 20-2-989.5, should follow the school's separate Employee Complaints and Grievances Policy. Allegations involving discrimination, harassment, retaliation, civil rights violations, whistleblower matters, or governance concerns are covered by this policy.

Formal Grievance Procedures. Procedures for each category of complaint shall be outlined in Regulations adopted pursuant to this policy or referenced policies. These procedures will include:

- **Student/Family/Community/Operational Complaints** – Written grievance submission, school leader review, and opportunity for appeal to the Governing Board.
- **Civil Rights Complaints** – Reports investigated by the designated Title IX/504/Civil Rights Coordinator with access to federal complaint pathways (OCR, GaDOE). Complainants may also file complaints directly with the U.S. Department of Education Office for Civil Rights (OCR), the Georgia Department of Education, or other relevant agencies, regardless of whether they pursue the school's internal grievance procedures.
- **Curriculum Complaints (Divisive Concepts/Instructional Content)** – Procedures aligned with O.C.G.A. § 20-1-11 (Protect Students First Act), requiring written complaint, school leader review, Governing Board determination, and state-level appeal rights.
- **Whistleblower Complaints** – Reports received by the Chief Executive Officer, Board Chair, or designated compliance officer, with protection against retaliation under federal and Georgia law.

While anonymous complaints will be reviewed at the school's discretion, the ability to investigate may be limited without sufficient detail. Confidentiality will be maintained where possible and permitted by law.

For SCSC-authorized charters: after the school process, complainants may submit a complaint to the SCSC under its published complaint procedures (though not a statutory appeal).

Whistleblower Protections. No employee, board member, contractor, volunteer, student, or parent/guardian who makes a good-faith complaint shall suffer harassment, retaliation, or adverse consequences. Anyone who knowingly retaliates may be subject to discipline up to and including termination, removal from the board, or other remedies under law.

Accountability and Compliance.

Chief Executive Officer or designee shall:

- Implement procedures to ensure that complaints and grievances are addressed promptly, fairly, and in accordance with this policy.
- Designate coordinators for Title IX, Section 504, ADA, and other compliance areas as required by law, and ensure their contact information is published annually.
- Ensure staff, students, and families are annually informed of grievance procedures.
- Provide training to staff, board members, and stakeholders on grievance procedures, whistleblower protections, and compliance obligations..
- Maintain records of all complaints, investigations, and resolutions in accordance with the Document Retention Policy.
- Report annually to the Governing Board on grievance trends, civil rights compliance, and whistleblower matters.

The Governing Board shall:

- Review this policy annually for compliance.
- Receive reports from the Chief Executive Officer regarding complaints, grievances, whistleblower reports, and resolutions, including trends and corrective actions.
- Review and hear appeals of grievances when provided for in this policy or required by law.
- Ensure that oversight is exercised in a manner that protects stakeholders from retaliation and promotes fairness and transparency.

Legal and Regulatory References.

Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d
Title IX of the Education Amendments of 1972, 20 U.S.C. § 1681
Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. § 794
Americans with Disabilities Act (ADA), 42 U.S.C. § 12101

Individuals with Disabilities Education Act (IDEA), 20 U.S.C. § 1400 et seq.
 Protection of Pupil Rights Amendment (PPRA), 20 U.S.C. § 1232h
 Whistleblower Protection Act, 41 U.S.C. § 4712
 IRS Form 990 Whistleblower Policy Requirement
 O.C.G.A. § 20-1-11 (Protect Students First Act – curriculum complaints)
 O.C.G.A. § 20-2-1184 (Mandatory reporting of certain offenses)
 O.C.G.A. § 20-2-1160 (Appeals to the State Board of Education)
 O.C.G.A. § 14-3-830 (Nonprofit Corporation Code – duties of directors)
 O.C.G.A. § 45-1-4 (Georgia Whistleblower Protection Act)

Date	Description	Approved By
~ 11/1/2024	Initial policy adoption	Governing Board
10/23/2025	Revision: (explanation)	Governing Board

Student/Family, Operational, and Community Complaints

A8-R1

The purpose of this regulation is to provide clear procedures for addressing concerns and grievances raised by students, parents/guardians, employees, and community members at Excelsior Village Academies. It ensures compliance with federal and Georgia law, protects individuals from retaliation when making good-faith complaints, and provides multiple pathways for resolution, including informal resolution, formal school-level review, Governing Board review, and appeals to state agencies.

This regulation applies to complaints involving school operations, staff, students, or operations, except where specialized laws and policies (e.g., IDEA, Section 504, Title IX, Whistleblower, Protect Students First Act) require separate or additional processes.

Scope. Complaints under this regulation may include:

- *Student-Related:* Involving classroom incidents, discipline, attendance, or instructional concerns.
- *Operational:* Involving school-wide operations, administration, communications, or facilities.
- *Community:* Involving parents, guardians, volunteers, or community partners.

Note: Civil Rights, Curriculum, Whistleblower, and Governance complaints are governed by separate regulations pursuant to Policy A6.

Anonymous complaints may be reviewed at the discretion of the Chief Executive Officer, though investigations may be limited. Confidentiality will be maintained where possible and permitted by law.

General Procedures

STEP 1: INFORMAL RESOLUTION

- Stakeholders are encouraged to first address the issue directly with the staff member or immediate supervisor.
- Efforts at informal resolution should occur within 5 school days of the incident. If unresolved, the complainant may proceed to Step 2.

STEP 2: ADMINISTRATIVE REVIEW

A written complaint should be submitted to the Chief Executive Officer or designee within 10 school days of the incident or failed informal resolution.

The complaint must describe the issue, the individuals involved, and any attempts at resolution.

The Chief Executive Officer or designee will:

- Make reasonable efforts to review the complaint within 5 school days.
- Investigate by collecting statements, documents, or evidence.
- Make reasonable efforts to meet with the complainant within 10 school days of receipt (unless mutually extended).
- Make reasonable efforts to provide a written response with findings and remedial steps, if any, within 3 school days after the meeting.

STEP 3: GOVERNING BOARD REVIEW

- Appeals may be submitted in writing to the Board Chair within 10 school days of the administrative response.
- The Board (or its designee) will review the record, and in its discretion may hold a closed session if permitted, and issue a written decision within 5 school days of the next scheduled Board meeting.
- The Board's decision is final at the school level.

STEP 4: STATE LEVEL APPEAL

Stakeholders may appeal to the State Charter Schools Commission of Georgia (for SCSC-authorized schools) pursuant to O.C.G.A. § 20-2-1160.

Timelines for all steps may be reasonably extended by mutual agreement of the parties or for extenuating circumstances, with notice to the complainant.

Special Provisions.

Civil Rights & Discrimination Complaints. Complaints involving discrimination, harassment, or retaliation based on sex, disability, race, or other protected categories shall also follow the procedures in the school's Title IX Sexual Harassment (Students), Title IX Sexual Harassment (Employees), and IDEA/Section 504 policies.

- The designated Title IX/504/ADA Coordinator shall oversee investigations and resolutions consistent with federal law.

- Contact information for coordinators shall be published annually in the Student & Family Handbook, Employee Handbook, and on the school website.

- Complainants may also file directly with:
 - U.S. Department of Education
 - Office for Civil Rights (OCR)
 - Georgia Department of Education

Date	Description	Approved By
10/23/2025	Initial policy adoption	Chief Executive Officer
MM/DD/YYYY	Revision: (explanation)	Chief Executive Officer

Complaint/Grievance Form

A8-E1

COMPLAINT/GRIEVANCE FORM

This form is to be used to file a complaint or grievance under Excelsior Village Academies's Complaints, Grievances, & Whistleblower Policy (A6) and applicable regulations.

Reports may be submitted in writing, electronically, or anonymously. The school will maintain confidentiality to the maximum extent allowed by law. Retaliation against any person who files a complaint in good faith is strictly prohibited.

If this is an emergency, or if the complaint involves an immediate threat to health, safety, or welfare, call 911 or notify school leadership immediately.

Reporter Information

Name				
Role (check one)	<input type="checkbox"/> Student	<input type="checkbox"/> Parent or Guardian	<input type="checkbox"/> Employee	<input type="checkbox"/> Other
Email			Phone	
Preferred Contact Method	<input type="checkbox"/> Phone	<input type="checkbox"/> Email	<input type="checkbox"/> Other	

I wish to remain anonymous (leave contact information blank).

Complaint Details

Category of Complaint (check one)

- Student-Related
- Operational Concern
- Community Relations

Date of Incident or Concern:		Location : (if applicable)	
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Describe the concern in detail, including persons involved, specific facts, and any witnesses. Attach additional pages if needed.

Have you attempted to resolve this informally?	<input type="checkbox"/> Yes <input type="checkbox"/> No
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If yes, describe when, with whom, and the outcome

Supporting Evidence (check all that apply)

- Documents
 Emails
 Photos
 Screenshots
 Witnesses
 Other: _____

Please attach copies if available.

Requested Resolution (what outcome or action are you seeking?)

Acknowledgements

By signing below, I affirm that:

- The information provided is true and accurate to the best of my knowledge.
- I understand that knowingly filing a false or malicious complaint may result in disciplinary or legal action.
- I understand this complaint will be reviewed consistent with school policy, regulations, and applicable law.

Signature		Date	
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For Office Use Only

Date Received		Received By:	
Complaint Assigned To:		Resolution Timeline:	
Final Disposition:			

Complaint/Grievance Form (Spanish)

A8-E2

FORMULARIO DE QUEJA/RECLAMACIÓN

Este formulario debe usarse para presentar una queja o reclamación conforme a la Política de Quejas, Reclamos y Denuncias (A6) de Excelsior Village Academies y las regulaciones aplicables.

Los informes pueden presentarse por escrito, electrónicamente o de forma anónima. La escuela mantendrá la confidencialidad en la máxima medida permitida por la ley. Está estrictamente prohibida cualquier represalia contra una persona que presente una queja de buena fe.

Si se trata de una emergencia o si la queja implica una amenaza inmediata a la salud, seguridad o bienestar, llame al 911 o notifique inmediatamente a la dirección de la escuela.

Información del Reportante

Nombre				
Rol (marque uno)	<input type="checkbox"/> Estudiante	<input type="checkbox"/> Padre/Madra/ Tutor(a)	<input type="checkbox"/> Empleado/a	<input type="checkbox"/> Otro/a:
Correo electrónico			Teléfono	
Método de contacto preferido	<input type="checkbox"/> Teléfono	<input type="checkbox"/> Correo electrónico	<input type="checkbox"/> Otro:	

Deseo permanecer anónimo (deje la información de contacto en blanco).

Detalles de la Queja

Evidencia de Apoyo (marque todo lo que corresponda)

Documentos Correos electrónicos Fotos Capturas de pantallas Testigos

Otro: _____

Adjunte copias si están disponibles.

Resolución Solicitada (¿Qué resultado o acción está buscando?)

Reconocimientos

Al firmar a continuación, afirmo que:

- La información proporcionada es verdadera y exacta a mi leal saber y entender.
- Entiendo que presentar a sabiendas una queja falsa o maliciosa puede resultar en acción disciplinaria o legal.
- Entiendo que esta queja se revisará de acuerdo con la política escolar, las regulaciones y la ley aplicable.

Firma		Fecha	
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Para Uso Interno Únicamente

Date Received		Received By:	
Complaint Assigned To:		Resolution Timeline:	

Final Disposition:

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Civil Rights, Discrimination, Harassment, & Retaliation Complaints

A6-R2

The purpose of this regulation is to provide procedures for reporting, investigating, and resolving complaints of discrimination, harassment, or retaliation at Excelsior Village Academies. This regulation ensures compliance with federal and Georgia civil rights laws, including Title VI, Title IX, Section 504, ADA, IDEA, and related state statutes.

This regulation applies to students, employees, parents, guardians, volunteers, and community members who believe they have experienced or witnessed discrimination, harassment, or retaliation in school programs, services, employment, or activities.

Scope. Complaints may include, but are not limited to:

- Discrimination in access to programs, services, or activities on the basis of race, color, national origin, sex (including pregnancy, sexual orientation, and gender identity), disability, religion, age, veteran status, homelessness, or any other category protected by law.
- Harassment or hostile environment based on protected categories.
- Alleged violations of student/employee rights under IDEA, Section 504, or the ADA.
- Alleged sexual harassment under Title IX, including quid pro quo conduct, unwelcome sexual conduct that is severe, pervasive, and objectively offensive, or sexual assault, dating violence, domestic violence, or stalking.
- Retaliation for making a complaint, participates in an investigation, or otherwise asserts rights under this regulation. Retaliation is strictly prohibited and is a standalone violation, regardless of the outcome of the underlying complaint.

Reporting.

- Complaints may be submitted orally or in writing to the designated Title IX/504/ADA/Civil Rights Coordinator.
- Anonymous complaints will be reviewed to the extent possible, but investigations may be limited.

- School employees who witness or receive allegations of discrimination or harassment are mandated to report them immediately to the Coordinator.
- Contact information for the Coordinator(s) shall be published annually in the Student & Family Handbook, Employee Handbook, and on the school's website.

Procedures.

STEP 1: INTAKE & NOTICE

- The Coordinator will document the complaint, notify the complainant of their rights, and explain the process.
- The Coordinator will notify the respondent of the allegations, unless doing so would endanger the complainant.

STEP 2: INVESTIGATION

- A prompt, thorough, and impartial investigation will be conducted.
- The investigation may include interviews, review of documents, and examination of relevant evidence.
- Both parties will have the opportunity to present evidence and witnesses.

STEP 3: DETERMINATION

- The Coordinator or designated decision-maker will issue a written determination of whether discrimination, harassment, or retaliation occurred.
- Determinations will include findings of fact, conclusions, and any remedial actions.

STEP 4: REMEDIAL ACTION

- Appropriate corrective or disciplinary measures will be implemented where violations are substantiated.
- Supportive measures (e.g., schedule changes, counseling, academic adjustments, no-contact directives) may be provided whether or not a formal finding is made.

STEP 5: APPEAL

- Either party may appeal the determination in writing to the Chief Executive Officer within 10 school days of the decision, on grounds of:
 - Procedural irregularity,
 - New evidence, or
 - Conflict of interest or bias.
- The appeal decision shall be issued within 10 school days of receipt and is final at the school level.

STEP 6: STATE OR FEDERAL APPEAL

Complainants may also file directly with the Office for Civil Rights (OCR), the Georgia Department of Education Civil Rights Office, or other agencies as provided by law. Nothing in this regulation limits rights to file such external complaints.

Investigations and determinations should generally be completed within 30 school days of receipt of the complaint, unless extenuating circumstances require additional time, in which case the parties will be notified.

Special Provisions.

- *Title IX Complaints* Sexual harassment complaints must follow procedures outlined in the school's Title IX Sexual Harassment Policy (Students) and Title IX Sexual Harassment Policy (Employees), consistent with 34 C.F.R. Part 106.
- *IDEA/504 Complaints* Allegations regarding special education rights must also follow the school's IDEA Policy and Section 504 Policy, including due process procedures. Parents/guardians shall be provided written notice of procedural safeguards consistent with IDEA and Section 504 when complaints allege denial of services, accommodations, or free appropriate public education (FAPE).
- *Mandatory Reporting* Allegations of sexual assault, child abuse, or criminal conduct must be reported to law enforcement or DFCS as required by O.C.G.A. § 19-7-5 and O.C.G.A. § 20-2-1184.

Investigation Timelines. Investigations will ordinarily be completed within thirty (30) school days of the complaint, unless extenuating circumstances require additional time. The complainant and respondent will be notified in writing if more time is needed.

Accountability and Compliance. The Chief Executive Officer or designee shall: Ensure annual training for staff, board members, and volunteers on nondiscrimination, Title IX, Section 504, ADA, and retaliation. Maintain records of all complaints, investigations, determinations, and remedies in compliance with federal retention requirements. Provide an annual compliance report to the Governing Board.

Legal and Regulatory References.

Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d
Title IX of the Education Amendments of 1972, 20 U.S.C. § 1681; 34 C.F.R. Part 106
Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. § 794
Americans with Disabilities Act (ADA), 42 U.S.C. § 12101 et seq.
Individuals with Disabilities Education Act (IDEA), 20 U.S.C. § 1400 et seq.
O.C.G.A. § 20-2-1184 (Mandatory reporting of certain offenses)
O.C.G.A. § 19-7-5 (Mandatory reporting of child abuse)
O.C.G.A. § 20-2-315 (Georgia Equity in Sports Act – equal athletic opportunity)

Date	Description	Approved By
10/23/2025	Initial policy adoption	Chief Executive Officer
MM/DD/YYYY	Revision: (explanation)	Chief Executive Officer

Civil Rights, Discrimination, Harassment, & Retaliation Complaints Form

A8-E3

CIVIL RIGHTS, DISCRIMINATION, HARASSEMENT, & RETALIATION COMPLAINT/GRIEVANCE FORM

This form is to be used to file a complaint of discrimination, harassment, or retaliation under Excelsior Village Academies's Civil Rights, Discrimination, Harassment, & Retaliation Complaints Regulation (A6-R2).

Reports may be submitted in writing, electronically, or anonymously. The school will maintain confidentiality to the maximum extent allowed by law. Retaliation is strictly prohibited against any person who files a complaint or participates in an investigation in good faith.

If this is an emergency, or if the complaint involves an immediate threat to health, safety, or welfare, call 911 or notify school leadership immediately.

Reporter Information

Name		DOB (if student)	
Role (check one)	<input type="checkbox"/> Student <input type="checkbox"/> Parent or Guardian <input type="checkbox"/> Employee	<input type="checkbox"/> Volunteer <input type="checkbox"/> Community Member <input type="checkbox"/> Other:	
Email		Phone	
Preferred Contact Method	<input type="checkbox"/> Phone	<input type="checkbox"/> Email	<input type="checkbox"/> Other

I wish to remain anonymous (leave contact information blank).

Complaint Details

Category of Complaint (check one or more)

- Discrimination
- Harassment
- Retaliation
- Denial of services, accommodations, or FAPE (IDEA/Section 504/ADA)
- Sexual Harassment (Title IX)
- Other: _____

Protected Category (check one or more):

- Race
- Color
- National Origin
- Disability
- Sex (including pregnancy, sexual orientation, gender identity)
- Religion
- Age
- Veteran Status
- Homelessness
- Other:

Note: If this complaint involves the rights of a student under the Individuals with Disabilities Education Act (IDEA) or Section 504 of the Rehabilitation Act, Excelsior Village Academies will provide the parent/guardian with a copy of the current procedural safeguards which can also be found at:

<https://lor2.gadoe.org/gadoe/items/c4fa3d92-4677-4921-85ce-bfa6da82b91d/1/viewcontent>

Date of Incident or Concern:		Location : (if applicable)	
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Describe the concern in detail, including persons involved, specific facts, and any witnesses. Attach additional pages if needed.

Have you attempted to resolve this informally?	<input type="checkbox"/> Yes <input type="checkbox"/> No
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If yes, please describe:

Supporting Evidence (check all that apply)

- Documents Emails Photos Screenshots Witnesses
- Other: _____

Please attach copies if available.

Requested Resolution (what outcome or action are you seeking?)

Acknowledgements

By signing below, I affirm that:

- The information provided is true and accurate to the best of my knowledge.

- I understand that knowingly filing a false or malicious complaint may result in disciplinary or legal action.
- I understand this complaint will be reviewed consistent with school policy, regulations, and applicable law.

Signature		Date	
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For Office Use Only

Date Received		Received By:	
Complaint Assigned To (Coordinator or Investigator)		Resolution Timeline:	
Final Disposition:			

Civil Rights, Discrimination, Harassment, & Retaliation Complaints Form (Spanish)

A8-E4

DERECHOS CIVILES, DISCRIMINACIÓN, ACOSO Y REPRESALIAS FORMULARIO DE QUEJA/RECLAMO

Este formulario debe usarse para presentar una queja de discriminación, acoso o represalia bajo la Regulación de Quejas por Derechos Civiles, Discriminación, Acoso y Represalias (A6-R2) de [Insertar Nombre de la Escuela Charter].

Los reportes pueden presentarse por escrito, electrónicamente o de manera anónima. La escuela mantendrá la confidencialidad en la mayor medida permitida por la ley. Está estrictamente prohibida la represalia contra cualquier persona que presente una queja o participe de buena fe en una investigación.

Si se trata de una emergencia, o si la queja implica una amenaza inmediata a la salud, seguridad o bienestar, llame al 911 o notifique de inmediato a la administración escolar.

Información del Reportante

Nombre		Fecha de nacimiento (si es estudiante)	
Rol (marque uno)	<input type="checkbox"/> Estudiante <input type="checkbox"/> Padre/Madre o Tutor(a) <input type="checkbox"/> Empleado/a	<input type="checkbox"/> Voluntario/a <input type="checkbox"/> Miembro de la comunidad <input type="checkbox"/> Otro/a:	
Correo electrónico		Teléfono	
Método de contacto preferido	<input type="checkbox"/> Teléfono	<input type="checkbox"/> Correo electrónico	<input type="checkbox"/> Otro:

Deseo permanecer anónimo (deje la información de contacto en blanco).

Detalles de la Queja

Categoría de la queja (marque una o más):

- Discriminación
- Acoso
- Represalias
- Negación de servicios, adaptaciones o FAPE (IDEA/Sección 504/ADA)
- Acoso sexual (Título IX)
- Otro: _____

Categoría protegida (marque una o más):

- Raza
- Color
- Origen nacional
- Discapacidad
- Sexo (incluyendo embarazo, orientación sexual, identidad de género)
- Religión
- Edad
- Estatus de veterano
- Situación de falta de vivienda
- Otro:

Nota: Si esta queja involucra los derechos de un estudiante bajo la Ley de Educación para Individuos con Discapacidades (IDEA) o la Sección 504 de la Ley de Rehabilitación, [Insertar Nombre de la Escuela Charter] proporcionará a los padres/tutores una copia de las salvaguardas procesales vigentes, las cuales también se encuentran disponibles en: <https://lor2.gadoe.org/gadoe/items/c4fa3d92-4677-4921-85ce-bfa6da82b91d/1/viewcontent>

Fecha del incidente o situación:		Lugar (si aplica):	
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Describa la situación en detalle, incluyendo las personas involucradas, hechos específicos y testigos (adjunte páginas adicionales si es necesario):

¿Ha intentado resolver esto de manera informal?	<input type="checkbox"/> Si <input type="checkbox"/> No
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Si respondió “Sí”, describa con quién, cuándo y el resultado:

Evidencia de Apoyo (marque todo lo que corresponda)

- Documentos Correos electrónicos Fotos Capturas de pantalla Testigos

Otro: _____

Adjunte copias si están disponibles.

Resolución Solicitada (¿Qué resultado o acción está buscando?)

Declaraciones

Al firmar abajo, afirmo que:

- La información proporcionada es verdadera y exacta según mi conocimiento.
- Entiendo que presentar a sabiendas una queja falsa o malintencionada puede resultar en acciones disciplinarias o legales.
- Entiendo que esta queja será revisada conforme a la política de la escuela, sus regulaciones y la ley aplicable.

Firma		Fecha	
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Para Uso Interno Únicamente

Date Received		Received By:	
Complaint Assigned To (Coordinator or Investigator)		Resolution Timeline:	
Final Disposition:			

Curriculum Complaint/Grievance Form

A8-E6

CURRICULUM COMPLAINT/GRIEVANCE FORM

This form is to be used to file a curriculum complaint under Excelsior Village Academies's Curriculum Complaints Regulation (A6-R4) and the Protect Students First Act (O.C.G.A. § 20-1-11).

Reports may be submitted in writing, electronically, or anonymously. The school will maintain confidentiality to the maximum extent allowed by law. Retaliation against any person who files a complaint in good faith is strictly prohibited.

If this is an emergency, or if the complaint involves an immediate threat to health, safety, or welfare, call 911 or notify school leadership immediately.

Reporter Information

Name			
Role (check one)	<input type="checkbox"/> Student <input type="checkbox"/> Parent/Guardian <input type="checkbox"/> Employee	<input type="checkbox"/> Volunteer <input type="checkbox"/> Community Member <input type="checkbox"/> Other	
Email		Phone	
Preferred Contact Method	<input type="checkbox"/> Phone	<input type="checkbox"/> Email	<input type="checkbox"/> Other

I wish to remain anonymous (leave contact information blank).

Complaint Details

Category of Complaint (check one)

Inclusion or promotion of "divisive concepts" (O.C.G.A. § 20-1-11)

Supporting Evidence (check all that apply)

- Documents Copies of Instructional Materials Photos Screenshots Witnesses

Other: _____

Please attach copies if available.

Requested Resolution (what outcome or action are you seeking?)

Acknowledgements

By signing below, I affirm that:

- The information provided is true and accurate to the best of my knowledge.
- I understand that knowingly filing a false or malicious complaint may result in disciplinary or legal action.
- I understand this complaint will be reviewed consistent with school policy, regulations, A6-R4, and O.C.G.A. § 20-1-11.

Signature		Date	
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For Office Use Only

Date Received		Received By:	
Complaint Assigned To:		Resolution Timeline:	
Final Disposition:			

Curriculum Complaint/Grievance Form (Spanish)

A8-E6

FORMULARIO DE QUEJA SOBRE EL CURRÍCULO

Este formulario debe usarse para presentar una queja curricular bajo el Reglamento de Quejas sobre el Currículo (A6-R4) de Excelsior Village Academies y la Ley de Proteger Primero a los Estudiantes (O.C.G.A. § 20-1-11).

Los informes pueden presentarse por escrito, electrónicamente o de forma anónima. La escuela mantendrá la confidencialidad en la máxima medida permitida por la ley. Se prohíbe estrictamente toda represalia contra cualquier persona que presente una queja de buena fe.

Si esta es una emergencia o involucra una amenaza inmediata a la salud, la seguridad o el bienestar, llame al 911 o notifique inmediatamente a la administración de la escuela.

Información del Reportante

Nombre			
Role (check one)	<input type="checkbox"/> Estudiante <input type="checkbox"/> Padre/Madre o Tutor/a <input type="checkbox"/> Empleado/a	<input type="checkbox"/> Voluntario/a <input type="checkbox"/> Miembro de la Comunidad <input type="checkbox"/> Otro/a:	
Correo electrónico		Teléfono	
Método de contacto preferido	<input type="checkbox"/> Teléfono	<input type="checkbox"/> Correo electrónico	<input type="checkbox"/> Otro:

Deseo permanecer anónimo (deje la información de contacto en blanco).

Detalles de la Queja

Categoría de la Queja (marque una):

Evidencia de Apoyo (marque todo lo que corresponda)

- Documentos Correos electrónicos Fotos Capturas de pantallas Testigos

Otro: _____

Adjunte copias si están disponibles.

Resolución Solicitada (¿Qué resultado o acción está buscando?)

Reconocimientos

Al firmar a continuación, afirmo que:

- La información proporcionada es verdadera y exacta a mi leal saber y entender.
- Entiendo que presentar a sabiendas una queja falsa o maliciosa puede resultar en acción disciplinaria o legal.
- Entiendo que esta queja se revisará de acuerdo con la política escolar, las regulaciones y la ley aplicable.

Firma		Fecha	
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Para Uso Interno Únicamente

Date Received		Received By:	
Complaint Assigned To:		Resolution Timeline:	
Final Disposition:			

Whistleblower Complaints

A8-R4

The purpose of this regulation is to establish procedures for reporting suspected fraud, waste, abuse, misuse of funds, unlawful activity, or ethical violations at Excelsior Village Academies, and to ensure that individuals who make good-faith reports under this policy are protected from retaliation. This regulation ensures compliance with federal and Georgia law, including O.C.G.A. § 45-1-4, 41 U.S.C. § 4712, and IRS Form 990 requirements.

Scope. This regulation applies to all employees, board members, contractors, volunteers, parents/guardians, and community members. Reports may include, but are not limited to:

- Fraud, theft, or embezzlement.
- Misuse of school funds, property, or resources.
- Violations of law, regulation, or board policy.
- Gross mismanagement or abuse of authority.
- Ethical violations or conflicts of interest by staff or board members.
- Retaliation against a whistleblower.

This process is not intended for routine student, family, or employee grievances, which are addressed through other grievance regulations under Policy A6.

Procedures.

STEP 1: SUBMISSION

- Reports may be submitted orally, in writing, or anonymously.
- Reports should be made to:
 - The Chief Executive Officer or designee,
 - The Board Chair, or
 - A designated Compliance Officer.
- If the complaint involves the Chief Executive Officer, it must be directed to the Board Chair.
- Reports should include as much detail as possible (nature of concern, individuals involved, dates, documents, or evidence).

STEP 2: REVIEW AND INVESTIGATION

- The recipient of the report will document and acknowledge receipt (if possible).
- Reports will be promptly referred to the appropriate investigator (e.g., Chief Executive Officer, Board, external auditor, or legal counsel).
- Investigations will be conducted promptly, thoroughly, and confidentially to the extent possible.
- A written summary of findings will be maintained.

STEP 3: DETERMINATION AND ACTION

- If allegations are substantiated, corrective action will be taken, which may include disciplinary measures, referral to law enforcement, or reporting to appropriate agencies (GaDOE, USDOE, IRS, etc.).
- If unsubstantiated, the matter will be closed, but records will be retained consistent with state, federal, and IRS standards.

Protections. Retaliation against any person who makes a good-faith report is strictly prohibited. This protection applies to employees, board members, contractors, volunteers, students, parents/guardians, and community members. Any employee, volunteer, or board member who retaliates may face discipline up to and including termination or removal. Individuals making knowingly false or malicious complaints may be subject to disciplinary action.

Confidentiality. Identities of whistleblowers will be kept confidential to the greatest extent possible. Information will only be shared on a need-to-know basis to investigate and resolve the complaint.

Accountability and Compliance.

The Chief Executive Officer or designee shall:

- Ensure staff, board members, and volunteers are informed annually of whistleblower protections.
- Maintain records of all whistleblower complaints and resolutions under the Document Retention Policy (minimum of 7 years).
- Provide an annual report to the Governing Board on whistleblower complaints and outcomes.

Legal and Regulatory References.

Whistleblower Protection Act, 41 U.S.C. § 4712
Georgia Whistleblower Protection Act, O.C.G.A. § 45-1-4
IRS Form 990 Whistleblower Policy Requirement
O.C.G.A. § 14-3-830 (Nonprofit Corporation Code – duties of directors)

Date	Description	Approved By
10/23/2025	Initial policy adoption	Chief Executive Officer
MM/DD/YYYY	Revision: (explanation)	Chief Executive Officer

Whistleblower Complaint/Grievance Form

A8-E7

WHISTLEBLOWER COMPLAINT/GRIEVANCE FORM

This form is to be used to file a whistleblower complaint under Excelsior Village Academies's Complaints, Grievances, & Whistleblower Policy (A6) and Whistleblower Regulation (A6-R5).

Reports may be submitted in writing, electronically, or anonymously. The school will maintain confidentiality to the maximum extent allowed by law. Retaliation against any person who files a complaint in good faith is strictly prohibited.

If this is an emergency, or if the complaint involves an immediate threat to health, safety, or welfare, call 911 or notify school leadership immediately.

Reporter Information

Name			
Role (check one)	<input type="checkbox"/> Employee <input type="checkbox"/> Board Member <input type="checkbox"/> Contractor <input type="checkbox"/> Volunteer	<input type="checkbox"/> Parent/Guardian <input type="checkbox"/> Community Member <input type="checkbox"/> Other:	
Email		Phone	
Preferred Contact Method	<input type="checkbox"/> Phone	<input type="checkbox"/> Email	<input type="checkbox"/> Other

I wish to remain anonymous (leave contact information blank). Please identify your role.

Complaint Details

Category of Complaint (check one)

Fraud, theft, or embezzlement

Supporting Evidence (check all that apply)

- Documents Emails Photos Screenshots Witnesses
- Other: _____

Please attach copies if available.

Requested Resolution (what outcome or action are you seeking?)

Acknowledgements

By signing below, I affirm that:

- The information provided is true and accurate to the best of my knowledge.
- I understand that knowingly filing a false or malicious complaint may result in disciplinary or legal action.
- I understand this complaint will be reviewed consistent with school policy, regulations, and applicable law.

Signature		Date	
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For Office Use Only

Date Received		Received By:	
Complaint		Resolution	

Assigned To:		Timeline:	
Final Disposition:			

Whistleblower Complaint/Grievance Form (Spanish)

A8-E8

FORMULARIO DE QUEJA/DENUNCIA DE DENUNCIANTE (WHISTLEBLOWER)

Este formulario debe utilizarse para presentar una queja o denuncia como denunciante bajo la Política de Quejas, Reclamos y Denunciantes (A6) y el Reglamento de Denunciantes (A6-R5) de Excelsior Village Academies.

Los informes pueden presentarse por escrito, electrónicamente o de forma anónima. La escuela mantendrá la confidencialidad en la máxima medida permitida por la ley. Está estrictamente prohibida cualquier represalia contra una persona que presente una queja de buena fe.

Si se trata de una emergencia o si la queja implica una amenaza inmediata a la salud, seguridad o bienestar, llame al 911 o notifique inmediatamente a la dirección de la escuela.

Información del Reportante

Nombre			
Rol (marque uno)	<input type="checkbox"/> Empleado/a <input type="checkbox"/> Miembro de la Junta Directiva <input type="checkbox"/> Voluntario/a <input type="checkbox"/> Contratista	<input type="checkbox"/> Padre/Madre o Tutor/a <input type="checkbox"/> Miembro de la Comunidad <input type="checkbox"/> Otro/a:	
Correo electrónico		Teléfono	
Método de contacto preferido	<input type="checkbox"/> Teléfono	<input type="checkbox"/> Correo electrónico	<input type="checkbox"/> Otro:

Deseo permanecer anónimo (deje la información de contacto en blanco). Por favor, identifique su rol.

¿Ha intentado resolver esto de manera informal?	<input type="checkbox"/> Si <input type="checkbox"/> No
--	--

Si respondió “Sí”, describa cuándo, con quién y el resultado:

Evidencia de Apoyo (marque todo lo que corresponda)

Documentos Correos electrónicos Fotos Capturas de pantallas Testigos

Otro: _____

Adjunte copias si están disponibles.

Resolución Solicitada (¿Qué resultado o acción espera?)

Reconocimientos

Al firmar a continuación, afirmó que:

- La información proporcionada es verdadera y exacta a mi leal saber y entender.
- Entiendo que presentar a sabiendas una queja falsa o maliciosa puede resultar en acción disciplinaria o legal.
- Entiendo que esta queja se revisará de acuerdo con la política escolar, las regulaciones y la ley aplicable.

Firma		Fecha	
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Para Uso Interno Únicamente

Date Received		Received By:	
Complaint Assigned To:		Resolution Timeline:	
Final Disposition:			

Governance Complaints

A8-R5

The purpose of this regulation is to establish procedures for reporting, reviewing, and resolving complaints involving the Governing Board or individual board members of Excelsior Village Academies. This regulation ensures compliance with Georgia law, protects the integrity of governance, and provides accountability while safeguarding against retaliation.

Scope. This regulation applies to complaints alleging:

- Misconduct or ethical violations by a board member.
- Conflicts of interest or self-dealing.
- Violations of fiduciary duties under O.C.G.A. § 14-3-830.
- Violations of the Open Meetings Act (O.C.G.A. § 50-14-1 et seq.) or Open Records Act (O.C.G.A. § 50-18-70 et seq.).
- Breaches of board policy, code of ethics, or governance standards.

This regulation does not apply to:

- Routine disagreements with board decisions (addressed through board meeting participation and appeals under law).
- Employee, student, or community grievances unrelated to board conduct (see A6-R1).

Procedures.

STEP 1: SUBMISSION

- Complaints must be submitted in writing to the Board Chair or, if the complaint involves the Chair, to the Vice Chair (or designated alternate).
- Complaints should include the complainant's name (unless submitted anonymously), specific allegations, supporting facts, and relevant documentation.
- Anonymous complaints will be reviewed at the Board's discretion.

STEP 2: INITIAL REVIEW

- The receiving officer (Chair, Vice Chair, or alternate) will make all reasonable efforts to acknowledge receipt within 5 school days.

- If the complaint involves potential legal or ethical violations, it may be referred to legal counsel or an external investigator.

STEP 3: INVESTIGATION

- Where appropriate, the Board, or its designee shall investigate the allegations.
- Investigations shall be impartial
- The investigator may interview parties, review documents, and consult external authorities as appropriate.
- Board members named in the complaint shall not participate in the investigation or decision-making process.
- Where reasonably possible, investigations should be completed within 30 school days. If this is not possible, notice shall be provided to the complainant.

STEP 4: DETERMINATION AND ACTION

- Findings shall be documented in writing and shared with the Governing Board.
- If a violation is substantiated, actions may include:
 - Additional training
 - Censure or reprimand.
 - Removal from officer or director positions.
 - Recommendation for removal under charter contract, bylaws, or law.
 - Referral to state or legal authorities (e.g., SCSC, GaDOE, Attorney General).
- If unsubstantiated, the complaint will be closed, and the complainant notified (if not anonymous).

STEP 5: APPEALS AND OVERSIGHT

- Complainants may notify the school's authorizer (State Charter Schools Commission if unsatisfied with the school-level resolution.
- A complaint involving Open Meetings or Open Records may also be filed directly with the Georgia Attorney General, Department of Law:
<https://law.georgia.gov/key-issues/open-government/open-government-complaint>.

Protections. Retaliation against any individual who files a governance complaint in good faith is strictly prohibited. Board members may not intimidate, coerce, or otherwise discourage complainants. Knowingly false or malicious complaints may result in dismissal of the complaint and possible legal or disciplinary action.

Confidentiality. The identities of complainants will be kept confidential where possible and consistent with Georgia law. Results of investigations may be shared publicly where required by law or in the interest of fairness or transparency.

Accountability and Compliance.

The Governing Board shall:

- Ensure policy is compliant with law and enforced. this regulation.
- Document all governance complaints, investigations, and resolutions.
- Report substantiated governance violations to the authorizer as required.
- Include governance complaint data in the Board’s annual compliance report.

The Board Chair or designee shall:

- Ensure complaints are tracked, investigated, and resolved in a timely and impartial manner.
- Retain records consistent with the Document Retention Policy.

Legal and Regulatory References.

O.C.G.A. § 14-3-830 (Nonprofit Corporation Code – duties of directors)

O.C.G.A. § 45-1-4 (Georgia Whistleblower Protection Act)

O.C.G.A. § 50-14-1 et seq. (Open Meetings Act)

O.C.G.A. § 50-18-70 et seq. (Open Records Act)

Charter contract and bylaws

Date	Description	Approved By
10/23/2025	Initial policy adoption	Chief Executive Officer
MM/DD/YYYY	Revision: (explanation)	Chief Executive Officer

Governance Complaint/Grievance Form

A8-E9

GOVERNANCE COMPLAINT/GRIEVANCE FORM

This form is to be used to file a governance-related complaint under Excelsior Village Academies's Governance Complaints Regulation (A6-R6).

Reports may be submitted in writing, electronically, or anonymously. The school will maintain confidentiality to the maximum extent allowed by law. Retaliation against any person who files a complaint in good faith is strictly prohibited.

If this is an emergency, or if the complaint involves an immediate threat to health, safety, or welfare, call 911 or notify school leadership immediately.

Reporter Information

Name			
RoI (marque uno)	<input type="checkbox"/> Student <input type="checkbox"/> Parent/Guardian <input type="checkbox"/> Employee	<input type="checkbox"/> Volunteer <input type="checkbox"/> Community Member <input type="checkbox"/> Other:	
Email		Phone	
Preferred Contact Method	<input type="checkbox"/> Phone	<input type="checkbox"/> Email	<input type="checkbox"/> Other

I wish to remain anonymous (leave contact information blank).

Complaint Details

Category of Complaint (check one or more)

- Misconduct or ethical violation by a board member
- Conflict of interest or self-dealing

Supporting Evidence (check all that apply)

Documents Emails Photos Screenshots Witnesses

Other: _____

Please attach copies if available.

Requested Resolution (what outcome or action are you seeking?)

Acknowledgements

By signing below, I affirm that:

- The information provided is true and accurate to the best of my knowledge.
- I understand that knowingly filing a false or malicious complaint may result in disciplinary or legal action.
- I understand this complaint will be reviewed consistent with school policy, regulations, and applicable law.

Signature		Date	
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For Office Use Only

Date Received		Received By:	
Complaint Assigned To:		Resolution Timeline:	

Final Disposition:

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Governance Complaint/Grievance Form (Spanish)

A8-E10

FORMULARIO DE GOBERNANZA

Este formulario debe usarse para presentar una queja relacionada con la gobernanza bajo el Reglamento de Quejas de Gobernanza de Excelsior Village Academies.

Los informes pueden presentarse por escrito, electrónicamente o de forma anónima. La escuela mantendrá la confidencialidad en la máxima medida permitida por la ley. Está estrictamente prohibida cualquier represalia contra una persona que presente una queja de buena fe.

Si se trata de una emergencia o si la queja implica una amenaza inmediata a la salud, seguridad o bienestar, llame al 911 o notifique inmediatamente a la dirección de la escuela.

Información del Reportante

Nombre			
Rol (marque uno)	<input type="checkbox"/> Estudiante <input type="checkbox"/> Padre/Madre o Tutor/a <input type="checkbox"/> Empleado/a	<input type="checkbox"/> Voluntario/a <input type="checkbox"/> Miembro de la Comunidad <input type="checkbox"/> Otro/a:	
Correo electrónico		Teléfono	
Método de contacto preferido	<input type="checkbox"/> Teléfono	<input type="checkbox"/> Correo electrónico	<input type="checkbox"/> Otro/a:

Deseo permanecer anónimo (deje la información de contacto en blanco).

Detalles de la Queja

Naturaleza de la queja (marque una o más):

Evidencia de Apoyo (marque todo lo que corresponda)

Documentos Correos electrónicos Fotos Capturas de pantallas Testigos

Otro: _____

Adjunte copias si están disponibles.

Resolución Solicitada (¿Qué resultado o acción busca?)

Reconocimientos

Al firmar a continuación, afirmó que:

- La información proporcionada es verdadera y exacta a mi leal saber y entender.
- Entiendo que presentar a sabiendas una queja falsa o maliciosa puede resultar en acción disciplinaria o legal.
- Entiendo que esta queja se revisará de acuerdo con la política escolar, las regulaciones y la ley aplicable.

Firma		Fecha	
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Para Uso Interno Únicamente

Date Received		Received By:	
Complaint		Resolution	

Assigned To:		Timeline:	
Final Disposition:			

Employee Complaints and Grievances

C17

The purpose of this policy is to provide employees of Excelsior Village Academies with a clear and fair process to resolve complaints and grievances related to their employment. This policy ensures compliance with federal and Georgia laws, rules, and regulations, while promoting prompt, thorough, and impartial resolution of concerns.

This policy addresses employee complaints and grievances only. Other types of complaints, including student-related, operational, civil rights, curriculum (Protect Students First Act), whistleblower, and governance complaints, are addressed under the school's Complaints, Grievances, and Whistleblower Policy.

This policy does not replace or supersede federal and state laws related to civil rights. Complaints of discrimination, harassment, or retaliation under Title VI, Title VII, Title IX, Section 504, ADA, ADEA, IDEA, or other civil rights laws, and Whistleblower complaints are addressed through the school's Complaints, Grievances, and Whistleblower Policy, which provides the required procedures for such matters. If an employee files in the wrong process, the complaint will be promptly referred to the Title IX/504/Civil Rights Coordinator to comply with federal regulation.

Definitions.

Complaint. An allegation by an employee of an issue related to workplace conditions, supervision, work assignments, or other employment matters that does not allege a violation of law or formal policy.

Grievance. A formal allegation by an employee that the school has violated a law, policy, employment contract, or regulation in a way that adversely affects the employee.

Scope. This policy applies to all employees of Excelsior Village Academies, regardless of role or position. It covers complaints regarding employment practices, working conditions, supervision, discipline, evaluations, terms of employment, or alleged violations of workplace rights, unless another mandated complaint process applies.

General Principles.

- Employees should seek resolution of concerns at the lowest appropriate level.
- Retaliation against an employee for making a good faith complaint or grievance is strictly prohibited.

- Confidentiality will be maintained to the greatest extent possible, consistent with a fair and thorough resolution.
- Complaints will be addressed promptly, impartially, and in compliance with federal and state laws.

Procedures.

STEP 1: INFORMAL RESOLUTION (Optional)

Employees are encouraged to first discuss concerns directly with their immediate supervisor to seek an informal resolution. If the concern involves the supervisor or if the employee is uncomfortable doing so, the employee may proceed directly to Step 2.

STEP 2: FILING A COMPLAINT

Employees may file a written complaint with the Chief Executive Officer or Designee.

- The complaint should include a description of the concern, relevant facts, and the relief sought.
- Upon receipt, the Chief Executive Officer or Designee will document the complaint, notify the complainant of their rights, and explain the process.
- The respondent will be notified of the allegations unless doing so would pose a safety or retaliation risk.

STEP 3: INVESTIGATION

A prompt, thorough, and impartial investigation will be conducted.

- The investigation may include interviews, review of documents, and examination of other evidence.
- Both parties will have the opportunity to present evidence and identify witnesses.

STEP 4: DETERMINATION

The Chief Executive Officer or Designee will issue a written determination stating:

- Findings of fact,

- Conclusions, and
- Any corrective or remedial actions.

STEP 5: REMEDIAL ACTION

Where a violation of school policy or workplace standards is substantiated, corrective or disciplinary measures will be implemented.

- Supportive measures (e.g., schedule adjustments, mediation, counseling referrals) may also be provided, regardless of the final finding.
- The appeal decision shall be issued within 10 school days of receipt and is final at the school level.

STEP 6: APPEAL

Either party may appeal the determination in writing to the Chief Executive Officer or Governing Board Designee within 10 school days of the decision. Appeals must be submitted in writing within ten (10) school days of the determination. Appeals will be heard by a Governing Board designee who was not involved in the original decision. The appeal decision shall be issued within ten (10) school days of receipt and is final at the school level. Appeals may be filed on the basis of:

- Procedural irregularity,
- New evidence that could affect the outcome, or
- Conflict of interest or bias of the decision-maker.

The appeal decision will be issued within 10 school days of receipt and will be final at the school level.

Investigation Timelines. Investigations will ordinarily be completed within thirty (30) school days of the complaint, unless extenuating circumstances require additional time. The complainant and respondent will be notified in writing if more time is needed.

Record Keeping. All complaints, investigations, and resolutions will be documented and retained in accordance with state record retention schedules and federal law.

Protection Against Retaliation. Retaliation against any employee who, in good faith, files a complaint or grievance or participates in an investigation is strictly prohibited. Verified acts of retaliation will result in disciplinary action, up to and including termination of employment.

Accountability and Compliance.

The Chief Executive Officer (or designee) is responsible for the fair and consistent administration of this policy, including intake, investigation, determination, and resolution of employee complaints and grievances.

The Governing Board retains ultimate oversight to ensure that complaints and grievances are addressed in compliance with law and policy. The Board or Designee will receive periodic reports summarizing complaints and resolutions, with personal identifiers removed, to monitor systemic issues.

Failure by administrators or supervisors to follow this policy and its procedures may result in corrective or disciplinary action. Employees who knowingly make false allegations may also be subject to discipline.

Legal and Regulatory References.

- Title VII of the Civil Rights Act of 1964
- Americans with Disabilities Act (ADA)
- Section 504 of the Rehabilitation Act of 1973
- Age Discrimination in Employment Act (ADEA)
- Title IX of the Education Amendments of 1972
- Family and Medical Leave Act (FMLA)
- Fair Labor Standards Act (FLSA)
- Georgia Charter Schools Act (O.C.G.A. § 20-2-2060 et seq.)
- O.C.G.A. § 20-2-210 (educator performance evaluations)
- O.C.G.A. § 45-1-4 (Georgia Whistleblower protections)

Date	Description	Approved By
~ 11/1/2024	Initial policy adoption	Governing Board
10/23/2025	Revision: (explanation)	Governing Board