

PROCEDURE FOR STUDENT AND PARENT GRIEVANCES

I. School Level

- A. Students or parents should discuss their grievances with the most immediate and appropriate school official within ten (10) calendar days of the occurrence or knowledge of the occurrence that gives rise to the grievance. At that time, the school official shall advise the grievant of the grievance procedure.
- B. If the situation is not resolved through informal discussion, the grievant may, within ten (10) calendar days, make a written request on Form A for a conference with the Principal to discuss the grievance and seek resolution. Any grievances related to the Principal shall be directed to the Department Chair, Elementary Education and Middle Grades Education ("Department Chair"), or his/her designee. The request shall include a statement describing the grievance and naming the specific policy, rule or law believed to be violated, if any. A grievance does not include any matter for which the method of review is prescribed by law, for which there is a more specific Lab School or University policy providing a process for addressing the concern, or upon which the Advisory Board is without authority to act.
- C. The Principal or Department Chair shall grant the conference within ten (10) calendar days following receipt of the request. A student may be accompanied by a parent, legal guardian or other person to act *in loco parentis*.
- D. The Principal or Department Chair will conduct any necessary investigation of the facts.
- E. The Principal or Department Chair will provide a written response to the grievance on Form B within ten (10) calendar days of the conference. The Principal or Department Chair shall state the issues involved in the grievance, his/her findings, and his/her decision. In the response, the Principal or Department Chair cannot disclose legally confidential information about other students or employees.

II. Appeals Process

- A. Appeals to the Dean or Department Chair
 - 1. If the grievant is dissatisfied with the Principal's decision, the grievant may appeal the decision to the Department Chair. Appeals from a decision of the Department Chair shall be directed to the Dean of the College of Education ("Dean"). The appeal must be made within five (5) calendar days of receiving the written response

of the Principal or Department Chair. The grievant must state the appeal on Form C and must include copies of Forms A and B.

2. The Department Chair or Dean will determine whether or not the matter is grievable. If the matter involves a discrimination, harassment or bullying complaint, Title IX complaint, or violates an ECU Laboratory School or East Carolina University policy or law, then the appeal will be accepted. All matters involving a discrimination, harassment or bullying complaint or Title IX complaint shall be referred to the East Carolina University Office of Equity and Diversity.
3. The Department Chair or Dean will then investigate the complaint. If conducted by the Department Chair, the Dean or his/her designee will be convened to hear the results of the investigation. Based on the findings of the investigation, the Department Chair or Dean will respond in writing to the grievant on Form D within ten (10) calendar days of the closing of the investigation.
4. Every effort will be made to bring the complaint to a satisfactory resolution. If, however, the student and/or parent remains dissatisfied with the result, they may appeal to the Advisory Board as outlined below.

B. Appeals to the Advisory Board

1. If the grievant is dissatisfied with the response from the Department Chair or Dean based on the findings of the investigation, a written appeal to the Chair of the Advisory Board shall be made on Form E within five (5) school days of receiving the response.
2. If the grievance concerns an alleged violation of a specified federal law, a State law or rule, a State Board of Education policy or a policy of the ECU Lab School or East Carolina University, the grievant has the right to a hearing by the Advisory Board. For other matters, the grievant shall have the right to petition the Advisory Board for a hearing. In such cases, the Board shall notify the petitioner in writing of its decision whether or not to grant a hearing.
3. If a hearing is granted, it will be conducted by the Advisory Board's Student Disciplinary/Grievance Panel as appointed by the Board Chair and consisting of no less than two (2) Board members, unless otherwise required by law. The Panel will hear the grievance within thirty (30) calendar days after the receipt of the request. Any appeal to the Board Panel shall be on the record unless the Panel determines that additional information may be presented. At the appeal hearing, each side shall be allotted a specified amount of time to present oral argument. The Board Panel may affirm, disaffirm, or modify the decision of the Department Chair/Dean.
4. The Panel will provide a final written decision within fifteen (15) calendar days of hearing the appeal, unless further investigation is necessary or the hearing necessitates that more time be taken to respond.

III. Grievances Reporting Directly to the Board

- A. If a student and/or his/her parents have a grievance regarding the Department Chair or the Dean, they should discuss their grievance with the employee within thirty (30) calendar days of the occurrence or knowledge of the occurrence that gives rise to the grievance.
- B. If the situation is not resolved through informal discussion, the grievant may report the grievance, within ten (10) calendar days of the informal discussion, to the Board Chair who shall look into the matter, take any steps deemed appropriate to resolve the issue, including, but not limited to, convening the Advisory Board's Student Disciplinary/Grievance Panel to review the grievance, and provide a written response to the grievant not later than thirty (30) calendar days from receipt of the grievance.

IV. Non-Retaliation

ECU Laboratory School prohibits retaliation against any student who reports or seeks to redress a grievance, or who exercises any rights under ECU Laboratory School Student and Parent Grievance Policy, or under any state or federal law.

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