

## STUDENT AND PARENT COMPLAINTS AND GRIEVANCES

It is the right and responsibility of school officials to develop a functional and orderly procedure through which consideration of student and parent problems and concerns can be discussed and resolved quickly and equitably.

While the ECU Lab School Advisory Board encourages informal resolutions to student and parent grievances, it recognizes that students and parents may want a more formal process for certain types of complaints, or to follow when an informal process is not found to be satisfactory. The Advisory Board directs the Lab School Administration to create a grievance procedure to address situations in which a student or parent believes that a violation, misapplication or misinterpretation of ECU Lab School policy, or state or federal law or regulation, has occurred, with the exception of appeals related to disciplinary actions under the *Code of Student Conduct* and other situations for which a specific appeal process has been identified by policy. This policy shall not apply to student and parent grievances related to the conduct of an ECU Lab School employee, which shall be handled in accordance with East Carolina University's employee grievance policies and procedures.

Approved Revision: 11-8-17