



## SECTION III: STUDENT POLICIES 3120

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### Complaint Process

The Board of Education (the “Board”) of Oklahoma Virtual Charter Academy (“OVCA”) is interested in achieving and fostering student/family satisfaction and engagement. The following procedure ensures that student/family grievances are addressed fairly by the appropriate people in a timely manner.

The student and parent(s), custodian(s), coaches, or legal guardian(s), should address in writing any concern or grievance regarding OVCA to the head of school. The head of school should respond to the written grievance within five (5) working days.

If the concern or grievance is not resolved by the head of school, the parent(s), custodian(s), coach, or legal guardian(s) may, within ten (10) working days of the head of school’s response, request in writing a meeting (via phone or in person) with the head of school to discuss the concern or grievance. The head of school should conduct an investigation regarding the grievance, and respond in writing within ten (10) working days.

If the grievance is not resolved by the Head of School, in a manner satisfactory to the grievant, the individual with the grievance may file a written complaint to the Chair of the Board. The Board Governance Committee will investigate the grievance and make a recommendation(s) to the full Board for any actions, if any, to be taken to address the grievance.