

Destinations Career Academy of Georgia - Complaint Resolution Policy

Policy Approved: March 23, 2023

Reviewed: June 26, 2024

In accordance with *O.C.G.A. § 20-1-11*, GADCA is committed to ensuring the rights of all with respect to addressing complaints alleged violations of the Protect Students First Act. This policy outlines a draft of a revised complaint resolution policy.

Policy Objective: To establish a standardized process for addressing complaints alleging violations of subsections found in Code section *O.C.G.A. § 20-1-11* within Destinations Career Academy of Georgia

Submission of Complaints:

(A) Complaints shall only be considered if submitted by:

- The parent of a student enrolled at GADCA (OCGA 20-1-11(1)(A)(i))
- A student who has reached the age of majority or is a lawfully emancipated minor and is enrolled at GADCA ((OCGA 20-1-11(1)(A)(i))
- An individual employed as a school administrator, teacher, or other school personnel at the school (OCGA 20-1-11(1)(A)(iii)).

Initial Submission:

(B) All complaints shall be submitted in writing to the Principal of Destinations Career Academy (OCGA 20-1-11(1)(B))

Complaint Details:

(C) Complaints shall provide a reasonably detailed description of the alleged violation (OCGA 20-1-11(1)).

Investigation and Response:

(D) (i) Within five school days of receiving a written complaint, the school principal or a designated representative shall review and investigate the allegation; (ii) Within ten school days of receiving the complaint, the school principal or designated representative shall confer with the complainant, informing them of the determination regarding the alleged violation. If a violation is found, details of remedial measures taken or to be taken will be provided. Confidential student or personnel information shall not be disclosed; (iii) Following such conference, within three school days of a request by the complainant, a written summary of the investigation findings and any remedial measures, if applicable, shall be provided, ensuring the confidentiality of student or personnel information.

Review Process:

(E) Determinations made under paragraph (D) shall be subject to review:

For GADCA, by the governing body – Board of Directors or the State Charter Schools Commission, as applicable.

Note: Confidential student or personnel matters shall not be subject to review.

Additional Review:

(F)The governing body's decision shall be subject to further review by the State Charter Schools Commission. Appropriate remedial measures, including charter revocation, may be taken by the reviewing body. Confidential student or personnel matters shall not be subject to review.

Policy Review: These steps outline a structured process for handling complaints, ensuring transparency, and protecting confidentiality where necessary. This policy shall be reviewed annually by the Destinations Career Academy of Georgia Board of Directors to ensure its effectiveness and relevance. Any necessary revisions shall be made to comply with applicable laws and regulations.