



Red River Valley Charter School  
[administration@redrivervalleycs.com](mailto:administration@redrivervalleycs.com)

P.O. Box 742  
Red River, N.M. 87558  
575-754-6117

## Policy and Procedure: Grievances & Complaints

### **Informal Complaints:**

Parents/guardians are advised to go to the person most directly involved in the situation to attempt to find a resolution. If the parent/guardian is not able to agree with the resolution offered at the meeting with the person most directly involved, the parent/guardian may move forward to the formal complaint process.

If the child's safety is in jeopardy, the concern automatically is upgraded to the formal complaint process with the School Administrator.

### **Formal Complaints:**

The parent/guardian may fill out a complaint form and submit the form via email or regular mail to the school address.

Upon receipt of the complaint the School Administrator has three (3) business days to contact the parent/guardian to obtain additional details or let him/her know what steps have or will be taken towards resolution. If the parent/guardian and School Administrator agree that the situation is resolved, no further action is necessary.

If the issue remains unresolved, the School Administrator must schedule a meeting with the parent/guardian within seven (7) business days.

At this meeting, the parent/guardian and School Administrator attempt to find a resolution. A person, appointed by the School Administrator will attend the meeting to take notes. Others with pertinent information may also attend with the mutual agreement of the parent/guardian and the School Administrator. Any resolution identified at this stage will be put in writing for the parents/guardian and the School Administrator to sign.

If a resolution is not reached at this meeting, the School Administrator and the parent/guardian will schedule a meeting within ten (10) business days with two (2) Governance Council (GC) members without a conflict of interest to serve as mediators. The School Administrator will provide copies of the written complaint and previous meeting's notes to participating GC members with the notice of the meeting. The GC members will meet with the parent/guardian and the School Administrator to decide upon a resolution, which will then become the standard by which the parent or guardian, the school Administrator, and any other involved personnel will be bound to operate.

### **Policy Complaints:**

If the complaint regards school policy matters, the complainant is advised to go directly to the GC. Public input time at GC meetings is an opportune time for this communication, or concerns may be directed to the GC President. Meeting dates and times are posted on the school website, [www.redrivervalleycs.org](http://www.redrivervalleycs.org)



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**Date:** \_\_\_\_\_

**Name(s) of Complainant(s):**

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**Name of student and relationship to student (if applicable):**

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**Description of situation including date that the incident occurred:**

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**Describe steps that have been taken to resolve the issue and their dates:**

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**How would you prefer the situation to be resolved?**

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