



SECTION 1. BEN FRANKLIN ACADEMY

MISSION

The mission of Ben Franklin Academy is to develop young adults with character like America's founding Renaissance man, Benjamin Franklin: well-read, scientifically curious, and civically engaged.

VISION

Our students will excel academically through a challenging, sequenced curriculum that emphasizes math, science, and literacy. We will be a data driven institution, focusing on individual students. Our students, teachers, parents, staff, and leaders will be held accountable for the success of our school. Finally, we recognize that an education is incomplete without fostering the arts, sports, nature, and character.

PURPOSE

Ben Franklin Academy will implement an academically rigorous curriculum in a balanced fashion. Homework is an integral part of the academic program of the school. This document seeks to define the balance between these oft-competing policies.

SECTION 2. GRIEVANCE

Ben Franklin Academy (Academy) believes parent concerns, complaints, or grievances should be addressed in a timely manner. While the Academy welcomes constructive criticism, such criticism should be focused on improving the quality of the educational program or to equip the administration, faculty, or the Board of Directors (Board) to do their tasks more effectively in order to benefit the students. The Board provides the appropriate direction and guidelines to ensure that the Academy's Administration and Faculty are comprised of competent, ethical, and responsible professionals and ensures that Academy employees are free from unnecessary, spiteful, or destructive criticism and complaint. Therefore, whenever a complaint is made directly to the Board as a whole, or to a Board member as an individual, the complaint will in all circumstances be referred back through the proper channels or to the Principal for appropriate processing and response.

All complaints must be in writing and a *Complaint and Grievance Form* must be used to formally initiate the complaint process at any level. Also, thorough documentation is required as parties proceed collaboratively toward the solution of the complaint and/or concern.

Any complaints and/or concerns directed at one person (staff, volunteers, or another student) will not be discussed in a public meeting. If at any time a parent believes that any action taken by a



staff member or the Principal is illegal, that parent should immediately take his/her concern to the Board President.

The proper steps (levels) to address complaints involving instructions, discipline, or learning materials will be as follows:

LEVEL ONE – Teacher grievance. Parents should present specific concerns or issues in writing (letter or email) to the teacher and request an appointment to discuss the specific issue with the teacher. At this meeting, the parent and teacher should decide on a course of action and commit this plan to writing with an intent to collaboratively remedy the situation and provide a set of actions and a timeline for accomplishing the agreed upon action(s). If an agreement on an appropriate course of action cannot be met, the parent can then consult with an Administrator to assist the parent and teacher in resolving the dispute and develop a plan of action.

LEVEL TWO – Principal. If, after the plan of action has been completed and either party involved in the complaint still feels as though the situation has not improved, then that party must provide an Administrator with his/her complaint or concern in writing. This can be done using the same *Complaint and Grievance Form* noting the date and result of the meeting with a teacher. It will then be the responsibility of that party to schedule an appointment to discuss the issue with the Principal. The Board recommends that the teacher be included in this meeting; however, this is not required. The purpose of Level 2 is to either concur with the plan of action as developed in Level 1 or develop a new plan as agreed to by all parties. The Principal should also schedule a follow-up appointment with the parent to keep abreast of the situation.

LEVEL THREE – The Board. If the parent continues to be dissatisfied with the process of resolving the issue, then, and only then, may the parent bring the concern or issue to the attention of the Board President. This must be done in writing and can be done using the same *Complaint and Grievance Form* noting the date and result of the meeting with the teacher and the principal. The Board President will then assign a Board member to serve as a liaison and stay in contact with the Principal and the parent as all parties try to reach a resolution to the problem. If the issue continues to be unresolved, a three party panel made up of two Board members and one Administrator will hold a final hearing with both parties and render a recommendation to the entire Board within 7 school days of the final hearing. The Board will then issue a final decision in a timely manner. At this point the Board will consider the matter closed.

LEVEL FOUR - District. In the event the parent continues to be dissatisfied with the process of resolving the issue, at that time the parent may bring his/her written complaint to the attention of the District or Board of Education. The Douglas County Board of Education WILL NOT accept a parental grievance unless written documentation is provided demonstrating that Level One, Level Two, and Level Three have been followed.