Sec. 1. GUIDING PRINCIPLES

In this policy, the terms "complaint" and "grievance" shall have the same meaning.

a) *Informal Process*

Midland Academy Charter encourages students and parents to discuss their complaints or grievances with the appropriate teacher, principal, or other campus administrator who has the authority to address the concerns. Concerns and complaints should be expressed as soon as possible to allow early resolution at the lowest possible administrative level.

b) *Grievance Procedures*

The Superintendent or designee shall develop a detailed grievance process; this process shall recognize the Board's final authority to hear or decide parent and student grievances. The grievance process shall not be construed to create new or additional rights beyond those granted by law or Board policy, nor to require a full evidentiary hearing or "mini-trial" at any level.

The Superintendent or designee shall ensure that the detailed grievance process is made available to students and parents through the Student Handbook.

c) *Board Consideration of Student and Parent Grievances*

The Board shall retain final authority to hear or decide parent and student grievances. *19 TAC 100.1033(b)(14)(C)(i).*

The Board may conduct a closed meeting when hearing or deciding a parent or student grievance as allowed by applicable law. *Gov't Code Ch. 551, Subch. D.*

d) *Freedom from Retaliation*

Neither the Board nor any Midland Academy Charter employee shall unlawfully retaliate against any student or parent for bringing a concern or complaint.

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