



Family Concerns Resolution Process

Types Of Concerns Addressed By This Policy

This process will be followed by Bright Star Schools when a parent or student has concerns about school policy or decisions made by Bright Star Schools teachers or other personnel. Complaints alleging unlawful discrimination, harassment, intimidation, or bullying based on actual or perceived characteristics, or the school's failure to comply with the prohibition against requiring students to pay fees, deposits or other charges for participation in educational activities, do not fall under this policy, and should instead be addressed pursuant to Bright Star Schools' Uniform Complaint Procedure set forth in the Student and Family Handbook.

Informal Resolution of Family Concerns

Parents and students are encouraged to resolve concerns and disputes about school policy and decisions made by teachers, staff and administration in an informal manner by requesting a conference to discuss the issue. If concerns are not remedied in a manner satisfactory to the parents or student, they may elect to pursue a formal resolution of family concerns by activating the process described below.

Formal Resolution of Family Concerns

Formal Resolution of Family Concerns Level 1

A parent or student whose concern has not been satisfactorily remedied by informal conference may file a written concern on a Bright Star Schools' Family Concern Form:

1. Within 15 days of the date the student or parent first knew, or with reasonable diligence should have known, of the decision or action giving rise to the concern; and
2. With the campus Principal.

If Bright Star Schools determines that the campus Principal is not the appropriate administrator for the Form, depending on the type of concern, the campus Principal will note the date and time the Form was received and forward the Form to the appropriate administrator. If Bright Star Schools determines that the only administrator who has authority to remedy the alleged problem is the Chief Instructional Officer, the Form will be elevated to Level Two upon receipt by the campus Principal.

The campus Principal or other appropriate administrator will investigate the concern as necessary and hold a conference with the student or parent within ten (10) business days after receipt of the Form or as soon thereafter as is practicable. The administrator may set reasonable time limits for the conference.



The administrator may provide the student or parent a written response within ten (10) business days following the conference, which may explain the basis of any decision by the campus Principal or other appropriate administrator to resolve the concern. In reaching a decision to resolve the concern, the administrator may consider information provided at the Level One conference and any other relevant documents or information the administrator believes will help resolve the concern.

Formal Resolution of Family Concerns Level 2

If the student or parent did not receive a satisfactory response at Level One, or if the time for a response by the appropriate administrator has expired, the student or parent may request a conference with the Chief Instructional Officer or designee to appeal the Level One decision.

The appeal notice must be filed in writing, on a form provided by Bright Star Schools, within ten (10) business days of the date of the written Level One response or, if no response was received, within twenty (20) business days of the Level One conference.

After receiving notice of an appeal, the campus Principal or other appropriate administrator shall prepare and forward a record of the Level One record to the Chief Instructional Officer. The student or parent may also request a copy of the Level One record.

The Level One record will include:

1. The original Form and any attachments.
2. All other documents submitted by the student or parent at Level One.
3. Any written response issued at Level One and any attachments.
4. Any other documents relied upon by the campus Principal or other appropriate administrator in reaching the Level One decision.

The Chief Instructional Officer or designee shall hold a conference with the student or parent within ten (10) business days after the appeal notice is filed or as soon thereafter as is practicable. The conference shall be limited to the issues presented by the student or parent at Level One and identified in the Level Two appeal notice. At the conference, the student or parent may provide information concerning any documents or information relied upon by the administration for the Level One decision. The Chief Instructional Officer or designee may set reasonable time limits for the conference.

The Chief Instructional Officer or designee may provide the student or parent a written response within ten (10) business days following the Level Two conference, which may explain the basis of any decision by the Chief Instructional Officer or designee to resolve the concern. In reaching a decision, the Chief Instructional Officer or designee may consider the Level One record, information provided at the Level Two conference, and any other relevant documents or information the Chief Instructional Officer or designee believes will help resolve the concern.

Formal Resolution of Family Concerns Level 3

If the student or parent did not receive the relief requested at Level Two, or if the time for a



response by the Chief Instructional Officer or designee has expired, the student or parent may appeal the decision to the Chief Executive Officer.

The appeal notice must be filed in writing, on a form provided by Bright Star Schools, within ten (10) business days of the date of the written Level Two response or, if no response was received, within twenty (20) business days of the Level Two conference.

Upon receipt of a Level Three appeal, the Chief Executive Officer will determine whether to rule on the issue or whether the issue is appropriate for referral to the Bright Star Schools Board of Directors for placement on the agenda of its next regularly scheduled meeting.

If the Chief Executive Officer determines to rule on the issue, the Chief Executive Officer shall hold a conference with the student or parent within ten (10) business days after the Level Three appeal notice is filed or as soon thereafter as is practicable. The conference shall be limited to the issues presented by the student or parent at Level One and Level Two and identified in the Level Three appeal notice. At the conference, the student or parent may provide information concerning any documents or information relied upon by the administration for the Level One and Level Two decisions. The Chief Executive Officer may set reasonable time limits for the conference.

The Chief Executive Officer may provide the student or parent a written response within ten (10) business days following the Level Three conference, which may explain the basis of any decision by the Chief Executive Officer to resolve the concern. In reaching a decision to resolve the concern, the Chief Executive Officer may consider the Level One and Level Two records, information provided at the Level Three conference, and any other relevant documents or information the Chief Executive Officer believes will help resolve the concern.

If the Chief Executive Officer determines it is appropriate to refer the issue to the Board for placement on the agenda of its next regularly scheduled meeting, the Chief Executive Officer will inform the student or parent of the date, time, and place of the Board meeting at which the concern will be on the agenda for presentation to the Board. The Board Chairperson will determine whether the concern will be presented in open or closed meeting in accordance with the Brown Act, and will set reasonable time limits for the Board to hear the concern. The Chief Executive Officer will provide the Board the record of the Level Two appeal. The student or parent may request a copy of the Level Two record