



At Emereau, we illuminate to embark; we investigate to discover; we innovate to transform; we cultivate to sustain; we celebrate to thrive - realizing the potential within us - we graduate. $E=i^3c^2g!$

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Grievance Policy for Stakeholders and Parents

Emereau Bladen Charter School

1. Definition of Grievance

A grievance is defined as a formal complaint by a stakeholder or parent regarding school policies, procedures, staff conduct, or decisions that directly impact their child's education, safety, or well-being at Emereau Bladen Charter School.

2. Options for Resolving Complaints

Stakeholders/parents are encouraged to first attempt to resolve grievances through informal means:

- **Step 1: Classroom Level** – Concerns related to a teacher or classroom matter should be addressed directly with the teacher through a meeting or written communication.
- **Step 2: Administrative Level** – If the issue is not resolved at the classroom level, the grievance should be taken to the appropriate school administrator (e.g., Executive Director or Deans).
- **Step 3: Formal Grievance Process** – If a resolution is not reached informally, the stakeholder/parent may proceed with a formal grievance.

3. Grievance Process

Step 1: Filing a Grievance

Post Office Box 547
995 Airport Road, Elizabethtown, North Carolina 28337
Phone: (910) 247-6595 Fax: (910) 247-6643



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- The grievance must be submitted in writing to the school administration within **10 business days** of the issue or last attempted resolution.
- The grievance must include:
 - Name and contact information of the complainant
 - A clear statement of the complaint and relevant facts
 - Steps taken to resolve the issue informally
 - Desired resolution

Step 2: Review and Investigation

- The administration will acknowledge receipt of the grievance within **5 business days**.
- An investigation will be conducted, which may include meetings with involved parties, document review, and other fact-finding measures.
- The administration will issue a written response within **15 business days** of receiving the grievance.

Step 3: Appeal to the Board

- If the parent/stakeholder is dissatisfied with the resolution, they may file a written appeal to the Emereau Bladen Charter School Board of Directors within **10 business days** of receiving the administrative decision.
- The Board will review all relevant materials and may request additional information or a hearing.
- A final decision will be communicated in writing within **30 calendar days** of receiving the appeal.



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4. Timeline of Grievance Process

| Step | Action | Timeline |
|-----------------------------|-----------------------------|---|
| Informal Resolution | Discuss with teacher/ Admin | As soon as possible |
| Formal Grievance Submission | Submit written grievance | Within 10 business days of issue |
| Administrative Review | Investigation and response | Within 15 business days |
| Appeal to Board | Submit appeal | Within 10 business days of admin response |
| Board Review | Final Decision Issued | |

5. Appeal to the Board

- The Board's decision is final and will be documented in school records.
- The school is committed to transparency, fairness, and open communication while upholding policies and best practices for all stakeholders.

Board Approved/Reviewed: January 13, 2026

Signature: 

Title: Board of Directors Chair

Agent of Emereau Bladen Charter School

Signature: 

Title: Executive Director