



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. $E=i^3c^2g!$

Illuminate Investigate Innovate Cultivate Celebrate Graduate

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: 9/8/26

Signature: [Signature]

Title: Board of Directors Chair

Agent of Emereau Bladen Charter School

Signature: Polly G. Hancock

Title: Executive Director

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