

## Grievance Policy

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Eckerd Connects | Academy (ECA) provides students, teachers, staff, administrators, and other institution constituents with a safe environment and positive experience. Complaints involve an educational issue or condition that a student believes to be unfair, inequitable, discriminatory, or a hindrance to his or her education. Eckerd Connects | Academy seeks to resolve complaints quickly and to the satisfaction of the aggrieved party.

If a member of the ECA community has a concern, ECA encourages them to first direct their concern to the teacher, staff, or administrator involved. Should the issue not be resolved at that point, or should the member not feel comfortable directing the complaint or the person(s) involved, ECA encourages them to register a formal complaint with Eckerd Connects | Academy.

### The Complaint Process at Eckerd Connects | Academy

To file a complaint with Eckerd Connects | Academy regarding academic matters, individuals email the Academic Manager. If the complaint involves the Academic Manager, individuals email the ECA Assistant Principal.

To file a complaint with Eckerd Connects | Academy regarding administrative matters, individuals email the ECA Assistant Principal. If the complaint involves the ECA Assistant Principal, individuals email the Principal.

Complaints must be received in writing, and include a detailed description of the concern, specific reference to any institutional policy or procedure involved, and the requested resolution that the individual seeks.

### Complaint Resolution Process

Eckerd Connects | Academy reviews complaints with the intent to remedy the concern in accordance with ECA policies. Complaints receive a response within 30 days of receipt. When a complaint is filed against a specific faculty member or administrator, they will be afforded the opportunity to provide a written response, which will be considered as part of the resolution process.

If, after receiving a response, the individual is not satisfied with the resolution, they can appeal the decision to the ECA Principal. The Principal reviews the complaint, initial response, and any additional information provided by the complainant and provides a final resolution within 14 days of appeal. The decision of the Principal is final.

### Student Grievance Policy

Eckerd Connects | Academy addresses student complaints using the policies outlined in the student catalog and the academic requirements of the school. Students who have a complaint contact their non-instructional teacher regarding academic issues. The non-instructional teacher provides a verbal or written response depending on the student's preferred choice of communication. If the student believes that the complaint has not

been properly handled at that point, the student follows the grievance procedure steps to register a formal grievance.

### Steps in the Grievance Procedure:

1. The student should contact the Academic Manager for academic issues either by phone or in writing expressing his/ her concern within 30 days of receiving a response to the original complaint. The Academic Manager will respond either by phone or in writing within two weeks of receiving the complaint.
2. If the student feels that the issue is still unresolved, he/she has 30 days to express continued concerns either by phone or in writing to the Eckerd Connects | Academy Principal. A response will be sent to the student within 2 weeks.
3. If the student is not satisfied with the designated ECA Principal's decision, they have the right to appeal in writing to Eckerd Connects VP of Performance and Quality.
4. The student must file such an appeal within 14 calendar days of receipt of the response from the designated Eckerd Connects VP of Performance and Quality
5. Once the Eckerd Connects VP of Performance and Quality receives the student's letter, there is a 5-day period for investigation and written notification of the final decision sent to the student of the results and any action required.
6. All grievance forms and final decision notifications will be filed and kept for a minimum of five years in ECA's office by the SIS Coordinator.

**Note:** State agencies' contact information is not included within this policy, as Eckerd Connects | Academy is exempt from oversight by any state agency. (See 2023 Florida Statutes [XLVIII.1002.01](#) and [XLVIII.1002.42](#), and Pennsylvania's [Private Academic School Act of Jan. 28, 1988, P.L. 24, No. 11](#))