

# Career Academy Network of Public Schools (CANOPS)

## Grievance Policy & Complaint Resolution Process

### Purpose

CANOPS is committed to maintaining open, respectful, and responsive communication with students, families, and community members. This grievance policy provides a clear, fair, and timely process for addressing concerns and resolving complaints at the lowest possible level.

### Guiding Principles

- **Put Students First** – All decisions prioritize student safety, learning, and well-being
- **Work Together as a Team** – Concerns are addressed collaboratively and respectfully
- **Extend Trust & Mutual Respect** – All parties are heard and treated fairly
- **Timely Resolution** – Concerns are addressed promptly and transparently

### Scope of Policy

This policy applies to complaints related to:

- School operations, staff, or programs
- Student experiences (non-emergency)
- Academic concerns
- School-based services

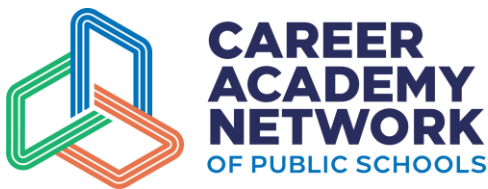
#### Note:

- Concerns related to **IEPs, 504 Plans, or special education services** follow federal and state procedures under IDEA and Section 504.
- **Immediate safety concerns** should be reported directly to school administration and may be escalated immediately.

## Grievance Process

### Step 1: School-Level Resolution (Required First Step)

Concerns should first be addressed at the school level.



**Contact:**

- Teacher → for classroom concerns
- Assistant Principal/Principal → for unresolved or broader concerns

**Timeline:**

- School will acknowledge and respond within **5–10 school days**

**Step 2: Network-Level Review**

If the issue is not resolved at the school level, the concern may be escalated to the CANOPS network office.

**Contact:**

- Superintendent or designee

**Submission:**

- Written complaint via email or formal grievance form

**Timeline:**

- Response within **10–15 school days**

**Step 3: Governing Board Appeal**

If the concern remains unresolved, the complainant may appeal to the CANOPS Governing Board.

**Process:**

- Submit written appeal to the Board
- Board reviews complaint and prior responses
- May request additional information or hearing

**Timeline:**

- Board response within **15 school days** of receipt

**Step 4: Indiana Charter School Board (ICSB)**

If all CANOPS processes have been exhausted, a complaint may be submitted to the Indiana Charter School Board.

**Important:**

- ICSB will only review complaints after Steps 1–3 are completed
- Complaints must include documentation of prior steps

## **Submission Guidelines**

All grievances should include:

- Name and contact information (anonymous complaints may limit response ability)
- Description of concern
- Dates, individuals involved, and relevant details
- Steps already taken to resolve the issue

## **Accessibility & Language Support**

CANOPS is committed to ensuring all families can access this process:

- Translation and interpretation services are available upon request
- Materials are provided in family-friendly language

## **Confidentiality & Non-Retaliation**

- All complaints will be handled with appropriate confidentiality
- CANOPS prohibits retaliation against any individual filing a grievance

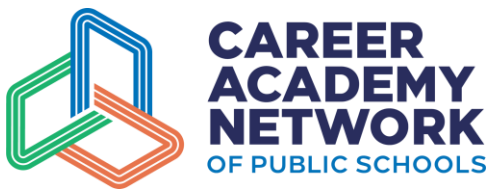
## **Special Considerations**

- **Special Education Complaints:** Directed through IDEA/Section 504 procedural safeguards
- **Student Safety Issues:** May be escalated immediately and reported to appropriate authorities
- **Mandatory Reporting:** Staff will follow all legal reporting requirements

## **Continuous Improvement**

CANOPS tracks grievance data to:

- Identify patterns and areas for improvement
- Strengthen school systems and communication
- Ensure equitable and consistent practices across all schools



## **Availability**

This policy is:

- Posted on the CANOPS website
- Included in student/family handbooks
- Available at each school office upon request