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| Title | Appeal of a Significant Decision by a Family |
| Effective Date: | May 3, 2023 |
| Approval Date: | May 2, 2023 |
| Approving Body: | Board of Directors |
| Supersedes: | 2019 Board approved "Procedural Fairness" policy |

Policy

During the year, misunderstandings or problems between teachers, students, and/or parents can arise. It is in the best interest of everyone that significant decisions affecting students are fair and are seen as such. PCS' policy for dealing with these situations and complaints is consistent with the teachings found in Scripture (Matthew 18 and Ephesians 4).

When parents/guardians are concerned with a significant decision involving their child, they should follow the following procedures (do not skip any of these steps if appealing):

- 1. Initial Approach:** If you have any questions, problems, or complaints, please approach the relevant staff member first.
- 2. Campus Principal:** If the initial discussion does not result in a satisfactory resolution, please bring the issue to the appropriate campus principal.
- 3. Superintendent:** If a resolution cannot be reached at the administration level, the issue should then be presented to the Superintendent.
- 4. Written Appeal to the Board:** If the previous steps have not led to a resolution, the problem may be submitted to the Board through a written appeal. The written appeal must be submitted within five days of the Superintendent's decision.
- 5. Ombudsperson:** If the conflict remains unresolved, the family may request the appointment of an Ombudsperson by the SCSBC.