



SECTION III: STUDENT POLICIES 3120

Complaint Process

The Oklahoma Virtual Charter Academy is interested in achieving and fostering student/family satisfaction. The following procedure ensures that student/family grievances are addressed fairly by the appropriate people in a timely manner. OVCA prohibits discrimination against students/families on the basis of disability, race, creed, color, gender, national origin, or religion.

The student and parent(s), custodian(s) or legal guardian(s), address in writing any concern or grievance to the head of school. The head of school responds within ten (10) working days.

If the concern or grievance is not resolved by the head of school, the parent(s), custodian(s) or legal guardian(s) may, within ten (10) working days of the head of school's response, request in writing a meeting (via phone or in person) with the head of school to discuss the concern or grievance. He/she investigates and responds within ten (10) working days.

If the family's concern is not resolved at the meeting with the Head of School, the family may file a complaint with the OVCA governing board.