

Grace College Charter Schools Complaint Policy

Grace College Charter Schools honors the autonomy given to the charter schools it authorizes. Grace College Charter Schools recognizes the responsibilities of accountability delegated to the charter sponsor by the Indiana charter law. When Grace College Charter Schools receives a complaint, it follows these procedures:

1. If there is an issue with staff/faculty, please reach out to that individual first to address any concerns.
2. If the complainant's concerns are not addressed, then the complainant should talk directly to the school leader.
3. If the school leader does not resolve the issue or address the concern, the complainant should speak with someone on the school board.
4. If the school board fails to address the grievance or if the complainant believes further action is needed, the complainant may contact the Grace College Office of Charter at charterschools@grace.edu. Please be prepared to provide detailed documentation of all correspondence you have had with the school.
5. The Grace College Office of Charter will investigate the complaint and send follow up correspondence.

Grace College Charter Schools Complaint Form

Today's Date	
Complainant's Full Name <i>Grace College does not accept anonymous complaints.</i>	
Phone Number	
Email Address	
Mailing Address	
School	
Detailed descriptions that violate a school law	
Did someone observe this violation? If yes, who?	
Have you contacted the school leader? Date of Contact?	
If yes, what was the outcome? If no, why not?	
Have you contacted someone on the school board? Date of Contact?	
If yes, what was the outcome? If no, why not?	
Possible Solution	
I certify the above information to the best of my knowledge is true, accurate, and complete.	Signature: