

Student / Family Grievance Policy

The Board of Education (the “Board”) of the Virtual Preparatory Academy of Oklahoma (“VPA”) is interested in achieving and fostering student/family satisfaction and engagement. The following procedure ensures that student/family grievances are addressed fairly by the appropriate people in a timely manner. The student and parent(s), custodian(s), or legal guardian(s), should address in writing any concern or grievance regarding VPA, their staff and representatives along with any objectionable instructional materials as further discussed in the below paragraph, to the Head of School. The Head of School may request such grievance to be submitted on a form for such purposes. The Head of School should respond to the written grievance within five (5) working days of its receipt. 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. After meeting with the grievant, the Head of School should conduct any further investigation regarding the grievance and respond in writing within ten (10) working days after said meeting. If the Head of School does not resolve the grievance, in a manner satisfactory to the grievant, the individual with the grievance may file a written complaint to the Chair of the Board. The Board Governance Committee will investigate the grievance and make a recommendation(s) to the full Board for any actions, if any, to be taken to address the grievance.

There may be times a parent / guardian finds certain instructional lessons, or books or materials used for instructional purposes objectionable for various reasons. If a parent /guardian finds instructional material(s) to be objectionable, he/she should contact his/her VPA teacher via e-mail. Teachers should collaborate with parents to find alternative lessons to meet the lesson objectives. If a parent / guardian is not satisfied with the alternative instructional lesson / book / material, the parent / guardian should contact the principal with their objection and to discuss possible alternative instructional options to comply with the lesson objectives and state requirements. Should the parent / guardian not be satisfied with the options presented by the principal, the parent / guardian should submit a written grievance to the Head of School as set forth in the prior paragraph and follow the procedures set forth therein.