

## **LIONSGATE ACADEMY**

### **602 COMPLAINT PROCESS POLICY**

*Original Adoption Date: 10/15/2013*

*Revision Date(s): 12/15/2016, 12/3/2019*

*Review Date(s): 12/7/2016, 2/1/2022*

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#### **I. PURPOSE**

Lionsgate Academy takes complaints seriously and investigates concerns regarding the day-to-day administration of Lionsgate Academy carrying out its mission.

#### **II. GENERAL STATEMENT OF POLICY**

It is the policy of Lionsgate Academy to establish clear procedures so that students, parents, and staff are effectively able to bring concerns and complaints to the attention of appropriate officials who can then bring about prompt resolution.

#### **III. COMPLAINTS REGARDING DISCRIMINATION, HARASSMENT AND VIOLENCE**

Lionsgate Academy employees and students who have complaints regarding possible discriminatory practices or instances of harassment or violence are encouraged to follow the procedures outlined in Lionsgate Policy 609 (Prohibition of Harassment and Violence).

#### **IV. COMPLAINTS REGARDING BULLYING, CYBERBULLYING AND HAZING**

Students and families who have complaints regarding possible instances of bullying, cyberbullying and/or hazing are encouraged to follow the complaints procedures outlined in Lionsgate Academy Policies 903 (Anti-Bullying) and 910 (Hazing).

#### **V. OTHER MATTERS**

##### **A. Employee Complaints.**

- a. If a Lionsgate Academy employee has issues or concerns with another employee regarding matters not covered above, they are encouraged to discuss the matter with the person involved. If the concern is regarding a school policy, the executive director or human resource director should be contacted.
- b. If a resolution is not reached or the involved parties are not willing or able to discuss the issues, the supervisor or human resources should be contacted.

##### **B. Student or Family Complaints.**

- a. Any student or family complaints regarding the operation and administration of Lionsgate Academy, should be directed to the executive director. If the matter is concerning the executive director, the Chairperson of the Board may be contacted.

#### **Cross-references:**

*Lionsgate Academy Anti-Bullying Policy #903*

*Lionsgate Academy Prohibition of Harassment and Violence #906*

*Lionsgate Academy Hazing Policy #910*