



2025-2026 Parent Grievance Policy

It is our goal to partner with parents/guardians to ensure your student has the best educational experience possible. We share in the commitment to accountability that we ask of all our families and students, and we will address concerns expeditiously and judiciously. Parents/guardians must bring complaints to the school level first in an effort to resolve all aspects.

The below process has been established so that students and parents/guardians may bring concerns, appeals, or complaints to the attention of the appropriate party

- **Step one:** If a concern arises from a school situation, a student or parent/guardians should first come together with the teacher or staff member involved for a restorative conversation and/or a problem solving circle.
- **Step two:** If the student or parents/guardians concerned believe that the discussion has not led to a satisfactory conclusion, they may proceed to discuss the matter with the Assistant Principal in an attempt to reach a solution.
- **Step three:** If the student or parents/guardians believe that the situation still has not been resolved, concerns should be taken to the Principal. She/He will then document the complaint or appeal of a disciplinary decision and address any concerns regarding action or inaction taken by the school administration. The Principal will address the issue within three school days of the appeal.
- **Step four:** If the situation has not been resolved to the satisfaction of the student or parents/guardians, the matter should be taken to the Network Chief Academic Officer, Nikki Garrison, ndomingue@communityacademies.org. The Chief Academic Officer will document the complaint or appeal and address it within five school days from the time the complaint or appeal is submitted.
- **Step five:** If the situation has not been resolved to the satisfaction of the student or parents/guardians, the matter should be taken to the Network Chief Executive Officer,

Myrialis King, mking@communityacademies.org. The CEO will document the complaint or appeal and address it within five school days from the time the complaint or appeal is submitted.

- **Step six:** If all other steps have been exhausted and the situation is still unresolved to the satisfaction of the student or parents/guardians, the matter should be taken to the Community Academies of New Orleans (CANO) Board of Directors through its Parental Concerns and Complaints Committee. The chair of the board can be reached at njolly@communityacademies.org.
 - The students or parents/guardian may request that the committee appoint a parent from the School who has no direct involvement with the matter to participate with the committee and provide input into the committee decision. The parent requesting a parent representative will be required to complete a release of student information form, allowing the parent to be required to execute a Confidentiality Agreement to maintain the integrity of the process and to protect any confidential information that may be necessary to disclose.

- **Step seven:** If after presentation of a complaint to the CANO Board of Directors Parental Concerns and Complaints Committee, the student or parents/guardians believe the issue has not adequately been addressed, they may present the complaint to the charter authorizer, the New Orleans Louisiana Public Schools (NOLAPS), which shall investigate and respond. The authorizer shall have the power and the duty to issue appropriate remedial orders to the Board of Directors of CANO.
 - NOLAPS can be contacted at www.nolapublicschools.com. Use the Families tab to get to Parental Rights.

- **Emergency Issues:** Emergency issues will be dealt with on an as-needed basis. The committee, as necessary, shall direct the Principal or other responsible party to act upon the complaint and report its resolutions to the committee. The committee shall render a final determination in writing as necessary.