

TPAAK Grievance Policy

It is TPAAK's policy to ensure that students or parents with a grievance relating to TPAAK, its administration, its curriculum and/or other employees shall use a procedure which may resolve grievances as quickly and as fairly as possible.

Any issue must be pursued in this order:

Initial Step

If you or your child has a grievance, you should discuss it informally with the teacher, administrator, coach, or staff member directly involved in the matter. We hope that the majority of concerns will be resolved at this stage.

Step Two

If the matter is not satisfactorily resolved, you may raise the matter, in discussion or writing, with the CAO who must give a response within five working days. This response may take the form of a letter and/or follow-up meeting with the family and any employee(s) involved in the matter. This meeting will be led by the CAO.

Step Three

If the matter is not resolved to your satisfaction, and you wish to pursue this matter further, you should put your grievance in writing to the President of the TPAAK Board of Directors and you may request an Executive Session for a review of the action. The Board will respond within 30 days and the Board's decision is final for TPAAK.