

Pivot Charter School Grievance Policy

Good afternoon. The following is the required information for Pivot Charter School's Parent Grievance Process, whereby parents are notified of the Hillsborough County School District's role in assigning a Special Magistrate if necessary and all conditions have been met.

Please note the form for parents to complete is still being revised, and will be uploaded on our website as indicated in the information below.

STEP-BY-STEP PROCESS of a Parent Grievance (Part 1) and unresolved Parent Grievance (Part 2)

The following are the official school policies:

Pivot Charter School, Inc. values the input of students, parents and guardians, and encourages parents to offer feedback on any aspect of the school program. A quality educational program for students can be achieved best by all individuals working together harmoniously. There will be times, however, when an individual may feel the need to file a complaint. When complaints or concerns occur, they should be resolved at the school or at the lowest possible administrative level through an informal process of cooperative agreement among the affected individuals. Anyone, including students, parents, guardians, or other third parties can make a complaint.

INFORMAL COMPLAINT PROCESS

(6.14) Complaint Process

Although no member of the school community shall be denied the right to petition the Board for redress of a grievance, the complaints will be referred through the proper administrative channels for solution before investigation or action by the Board. Exceptions are complaints that concern Board actions or Board operations only.

The Board advises the school community that the proper channeling of complaints involving instruction, discipline, or learning materials is as follows:

- 1. Teachers**
- 2. Principal**
- 3. Executive Director**
- 4. Board of Directors**

Any complaint about school personnel will be investigated by the Administration before consideration and action by the Board of Directors.

FORMAL COMPLAINT PROCESS

However, when the informal process fails to provide resolution, an individual is entitled to file a formal complaint and seek a review of any administrative decisions made by school system staff members. When a concern or complaint is not resolved through the informal process, you may initiate the formal complaint process outlined below.

The first step in the formal process is to obtain a Formal Complaint Form from the school's website or school main office. You may attach descriptive or supportive information to the form. Formal Complaint forms, along with any relevant documents, should be provided by mailing, emailing, or handing it to the Assistant Principal. You should submit this form within 90 days of (a) the alleged issue, or (b) receiving an unsatisfactory resolution of an informal complaint. We recommended that you keep a copy of these documents for your records.

Steps in the Formal Complaint Process

When your complaint form is received at the school, the Assistant Principal or designee should contact you within three (3) school days to establish the date, time and place of a meeting to discuss your concern, if such a meeting is warranted. Usually, this meeting will take place within ten (10) school days.

1. Pivot Charter School, Inc. will conduct a thorough and impartial investigation of the issues raised in the Formal Complaint.
2. Pivot Charter School, Inc. will provide you with a written summary of findings based on this investigation, including a determination of whether the complaint was substantiated, and if so, a proposed resolution. Pivot Charter School, Inc. will strive to provide this summary within 30 school days after the receipt of the Formal Complaint.

If you are not satisfied with the written decision, or if you do not receive a reply to your formal complaint within the specified time, you may request that your complaint be considered by the Executive Director of Schools or his/her designee. You must file your request for review within 15 calendar days of the written response or the date when a decision was made.

If you wish to request a review you must do so in writing and include:

1. The Formal Complaint Form
2. Any relevant evidence
3. An explanation of the reason you are seeking an appeal

Pivot Charter School, Inc. The Executive Director of Schools or his/her designee shall contact you to schedule a telephone or in-person meeting. The meeting will usually occur within ten (10) school days from when the written appeal was received.

The Executive Director of Schools or his/her designee will provide a final written response explaining the outcome of the appeal. This final written response will typically be provided within thirty (30) school days after receiving the written request for appeal.

If you have a concern or grievance that you wish to share with Pivot Charter School, Inc. Board of Trustees, please contact the Chair of the Board. Please see the section Board of Trustees for contact information.

Prohibition against Retaliation

Pivot Charter School, Inc. prohibits retaliation against any individual who has made a complaint pursuant to this policy in good faith, assisted in an investigation, or otherwise exercised rights protected by law. Pivot Charter School, Inc. also prohibits taking any adverse action against an individual based on an unsubstantiated allegation or rumor of harassment.

Modification

Pivot Charter School, Inc. may approve modification of the foregoing procedures in a particular case if the modification (a) is for good cause, and (b) does not violate due process rights or policies of Pivot Charter School, Inc..

Contact Information

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PIVOT CHARTER SCHOOL (from Policy Manual originally adopted on September 9, 2014, and updated approval on 10/03/2023.

(5) Charter School Governing Board's Obligations. To ensure that the Special Magistrate process is available to a parent of a student enrolled in a charter school, a charter school governing board must:

a) Adopt procedures to notify parents of the following:

- 1. The ability to seek relief from the school principal or designee for a dispute under Sections 1001.42(8)(c)1.-7., F.S.;
- 2. If the parent remains aggrieved after receiving the response from the principal or designee, the ability to seek relief from the school district that sponsors the charter school; and
- 3. The time limits for a response, which must be no more than seven days from receipt of the complaint for the principal/designee and no more than 30 days from receipt of the complaint for the school district.

(b) Fully cooperate in the district's resolution procedures and comply with the district's decision for resolution of the complaint; and

(c) Designate at least one person responsible for responding to Departmental inquiries regarding a request for appointment of a Special Magistrate and notify the Department of the name and email address of the individual.

(6) Financial Costs Related to Disputes Involving Special Magistrate Process for Charter School Students. All costs a district incurs for reviewing and responding to a complaint lodged by a parent of a student enrolled in a charter school under this rule, is a service provided by the school district to the charter school; contracts for such services are limited to the district's actual costs unless mutually agreed to by the school district and charter school, based upon the provisions of Section 1002.33(20)(b), F.S.

HCSD link

[Unresolved Student Welfare Complaints](#)

<https://www.fldoe.org/schools/k-12-public-schools/special-magis.stml>

Step 1

Under F.A.C. 6A-6.0791, charter schools have their own adopted procedures under Special Magistrate for Unresolved Student Welfare Complaints. The parent/guardian may find the expressed concern/complaint process on the charter school's website.

A link to PIVOT CHARTER SCHOOL'S website can be accessed here:

[Pivot Charter School](#)

Pivot Charter School Representative

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A charter school administrator or charter administrator's designee will respond and attempt to resolve the concern within seven (7) business days (excluding state, federal, and school district holidays) of receipt of the notification.

Step 2

If a parent/guardian believes the concern is not resolved by the charter school's administrator or designee, then the parent/guardian may then notify the School District in writing, describing the nature of the concern and the reason the charter school administrator's proposed resolution failed to address their concern. This notification should be made using the following link.

[Charter School: Parental Rights in Education Step 2](#)

Within 30 business days (excluding state, federal, and school district holidays) after receipt of the notification, the District will notify the charter school of the decision for resolution of the complaint or provide a statement of the reasons for not resolving the concern.

Step 3

If a parental complaint involving certain types of disputes is not resolved at the local level by a charter school administrator within seven business days, or subsequently, a school district decision within 30 business days, a parent/guardian may submit a form to the Florida Department of Education requesting the appointment of a Special Magistrate. If the request is granted, a Special Magistrate would hold a hearing and provide a recommended decision to the State Board of Education on the dispute between a parent and the school district. The State Board of Education would either approve or reject the recommended decision within 30 business days. Additional information can be found at:

<https://www.fldoe.org/schools/k-12-public-schools/special-magis.shtml>