

Gardens School of Technology Arts
Excerpt from GSOTA Parent/Student Handbook

Grievance Procedure

Most parental concerns can be addressed through open communication. If a parent or student has a grievance or complaint, please adhere to the following:

1. Carefully analyze the problem and be sure you have ALL the facts.
2. Ascertain that you have a rational attitude about the problem.
3. Seek to resolve the problem with the teacher, if applicable.
4. If you believe the problem is not resolved, request a meeting with administration.
5. If still unresolved, the parent should contact the designated Gardens SOTA Governing Board Parent Liaison.
6. If the matter is still unresolved, the Governing Board Parent Liaison may request a written request from the parent, who will then present the appeal to a review team that will include, but not be limited to a teacher, the Governing Board designee and a parent.
7. If still unresolved, the Governing Board designee or the parent may request the matter be presented to the full Governing Board. (See "Placing Items on the Agenda") The Board will not consider or re-hear the case, but simply determine if the appropriate procedure and policy was adhered to prior to rendering a decision.
8. The Governing Board's response will be considered final.
9. At any point in the process, the school may inform the Palm Beach Charter School Department.

As a charter school, Gardens SOTA is a 'choice school', meaning that parents send their students to the school by choice. Parents that do not adhere to the above procedure or seek to circumvent this process are demonstrating that Gardens SOTA may not be the right choice for them and their child and may lose the privilege of automatic re-enrollment.

Gardens SOTA Parent Liaison for current school year is Jennifer Ciampi who may be contacted directly by email at jennifer.ciampi@mysota.net or by calling 561-290-7661.

Governing Board Meetings (Placing Items on the Agenda)

The school's Governing Board meetings are open to attendance by any member of the general public. As stated in the school's ByLaws, the parent or legal guardian of any child enrolled in the school, a teacher or any member of the public with an issue for Governing Board consideration may ask to be included in the meeting agenda by submitting a written and signed request to any member of the Board of Directors. Written requests must be received by 1:00 pm on the last business day preceding the scheduled meeting date in order to be considered for inclusion in the agenda.