LIFE ACADEMY
Charter School

(334) 315-0106
2080 W. Fairview Ave. Montgomery, AL
www.life3academy.com

Life Academy Governing Board Public Complaint Resolution Process

Purpose
The Life Academy Governing Board has established a structured process for resolving public complaints, including those concerning curriculum. This process ensures that all complaints are addressed fairly, promptly, and efficiently, providing complainants with the opportunity to be heard.
Process Overview

1. Submission of Complaint
2. Initial Review and Acknowledgement
3. Investigation and Review
4. Opportunity for Complainant to be Heard
5. Resolution and Response
6. Appeal Process (if necessary)

Detailed Process

1. Submission of Complaint
   - Complaints must be submitted in writing using the official Life Academy Complaint Form, available on the school's website and at the main office.
   - Complaints should include specific details regarding the issue, including any relevant dates, events, and involved parties.
   - Complaints can be submitted via email, postal mail, or in person at the main office.
2. Initial Review and Acknowledgement
   - Upon receipt of the complaint, the Board Secretary will log the complaint and acknowledge receipt within five (5) business days.
   - The complaint will be forwarded to the appropriate committee or personnel for initial review.
3. Investigation and Review
   - The designated committee or personnel will conduct a thorough investigation of the complaint.
   - This may include reviewing relevant documents, interviewing involved parties, and consulting with experts if necessary.
   - The investigation process should be completed within fifteen (15) business days, though complex cases may require additional time.
4. Opportunity for Complainant to be Heard
   - The complainant will be invited to present their concerns directly to the committee or relevant personnel.
   - This can be done in person, via video conference, or over the phone, according to the complainant’s preference.
   - The meeting will be scheduled at a mutually convenient time and should occur within ten (10) business days of the investigation’s conclusion.
5. Resolution and Response
   - After considering all information, the committee or relevant personnel will make a decision regarding the complaint.

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- The complainant will receive a written response detailing the findings, decisions made, and any actions to be taken.
- This response will be provided within five (5) business days following the meeting with the complainant.

6. Appeal Process
   - If the complainant is not satisfied with the resolution, they may appeal the decision.
   - Appeals must be submitted in writing to the Governing Board within ten (10) business days of receiving the resolution response.
   - The Governing Board will review the appeal and may conduct further investigation if necessary.
   - A final decision will be provided to the complainant within twenty (20) business days of receiving the appeal.

Documentation

A copy of this established process will be available:

- On the Life Academy website
- At the main office
- Included in the Life Academy Parent and Student Handbook

For any questions or further assistance, please contact the Life Academy main office at 334-315-0106