



RESOLUTION OF PARENTAL CONCERNS POLICY

This Policy applies to parent concerns regarding Sterling Montessori Academy & Charter School's procedures or practices under Article 7B, Part 4 of Chapter 115C of the North Carolina General Statutes, including Sterling's policy governing Notifications of Student Physical and Mental Health.

Any parent concerns about Sterling's procedures or practices under the above-referenced section of the Parents' Bill of Rights should be submitted to the Level Director in writing as soon as possible after the event(s) giving rise to the concern. The parent submission shall include a description of the concern, any supporting documentation, and a description of the proposed resolution. The Level Director will review the submission and, within seven business days, provide the parent a response to the concern or notify the parent that additional time (up to seven additional business days) is needed to respond to the concern.

If the Level Director fails to respond within 14 business days or the concern is not resolved within that timeframe, the parent may submit a written request to have their concern reviewed by the Executive Director.

If the Executive Director does not respond to the parent's written request within seven business days or the concern is not resolved within that timeframe, the parent may submit a written appeal to have their concern reviewed by the Board of Directors.

If there is a timely appeal to the Board of Directors, the Board shall place the parent's appeal on the agenda for the next meeting of the Board occurring more than three business days after submission of the appeal. The Board will issue a written decision on the parent's appeal within five business days of the Board meeting.

If the parental concern has not been resolved within 30 days following the date of notification by the parent, Sterling shall provide the parent a statement of the reasons for not resolving the concern and the parent may choose to utilize the remedies set forth in N.C.G.S. 115C-76.60.

References: N.C.G.S. 115C-76.45; -76.60

North Carolina State Board of Education Policy PRNT-001

Board Approval Date: _____, 2023