

Raleigh Charter High School

Homeless Dispute Procedures

Dispute Resolution

The following steps and procedures should take place in resolving disputes regarding enrollment, school placement, and services of homeless students.

Complaint

- A complaint is an oral or written and signed statement alleging the violation of federal or state law, rule, or regulation. The complaint must allege a violation that occurred not more than one year prior to the date that the complaint is received, unless a longer period is reasonable because the violation is considered systemic or ongoing.
- Parents, teachers, administrators, or other concerned individuals or organizations may file a complaint (“Complainant”). Faculty and staff with knowledge of a complaint must refer the Complainant to the Liaison.
- The Complainant may submit the complaint in writing to the Liaison, using the Complaint Resolution Initiation Form (included at the end of this document). The Complainant may choose to initiate the complaint orally.

Role of School

- Immediately enroll the child in the school upon acceptance into the lottery.
- Provide all educational services for which the child is eligible, pending resolution of the dispute.

Role of the Liaison

- After receipt of the complaint, the Liaison must provide a written explanation of the school placement decision and/or provided services to the Complainant and discuss the complaint with the Complainant. The Liaison must provide a written proposed resolution or a plan of action to the Complainant within five days of receipt of the complaint.
- If the Liaison does not resolve the dispute, the Complainant may forward it to the school principal. The Liaison must provide a written resolution to the parties within five days of the discussion with the principal. The Complainant has a right to obtain assistance from advocates or attorneys in addressing a complaint.
- The Liaison will carry out the dispute resolution in an expeditious manner, within 15 school business days or 30 calendar days, whichever is less, and will provide

the Complainant these written procedures, including the appeal procedures outlined below.

- In the event the school is unable to resolve the complaint, the Complainant may pursue the applicable appeal procedure(s).

Appeal Procedures

If the dispute is not resolved at the school level, the Complainant may direct the complaint, orally or written, to the North Carolina Department of Public Instruction.

Address the Complaint to the following address:

- State Coordinator for Homeless Education, National Center for Homeless Education, SERVE Center at UNCG, 5900 Summit Avenue, Ste. 201, Browns Summit, NC 27214

The complaint should include:

- The name, address, and telephone number of the person filing the appeal;
- The relationship or connection of the person to the child in question;
- The name and age of the child involved;
- The name of the school and school personnel involved in the complaint;
- The federal requirement alleged to have been violated;
- A description of the situation that prompted the complaint;
- A description of the attempts that were made to solve the issue;
- Supporting documentation; and
- The relief the person is seeking.

The Liaison will provide the State Homeless Coordinator with any information that the State Homeless Coordinator requests regarding the issues presented in the appeal.

The State Homeless Coordinator will provide the school and the Complainant the opportunity to respond to any decision made and to provide any additional evidence the Complainant deems relevant.

Within 10 school days following receipt of the complete appeal, the State Coordinator shall issue a final written decision to the school and Complainant.

Approved May 23, 2022

Homelessness Complaint Resolution Initiation Form

This form is to be completed by the parent, guardian, or unaccompanied youth when a dispute arises. This information may be shared verbally with the local liaison as an alternative to completing this form.

Date: _____

Name(s) of Student(s): _____

Name of Person completing form: _____

Relation to Student: _____

I may be contact at (phone or email): _____

I wish to appeal the decision made by: _____

Name of School: Raleigh Charter High School

I have been provided with (please check all that apply):

- A written explanation of the school's decision.
- The contact information of the school district's local homeless education liaison.
- A copy of the state's dispute resolution process for students experiencing homelessness.

Optional: You may include a written explanation in the space below to support your appeal or you may provide your explanation verbally.

The school provided me with a copy of this form when I submitted it.

(Please initial.) _____