

## COMPLAINT PROCEDURES POLICY

### New Mexico School for the Arts

The New Mexico School for the Arts ("NMSA"), a state public charter high school, exists for the purpose of providing an excellent artistic and academic education to high school students with exceptional promise in the arts. This Complaint Procedures Policy is adopted for the purpose of providing its students with a method of presenting and resolving complaints relating to matters affecting the student relationship at the lowest level possible and of complying with applicable federal and state laws and regulations. NMSA recognizes that it is beneficial for students to develop self-advocacy skills in order to become productive adults and this Complaint Procedure Policy reflects this philosophy. This Complaint Procedures Policy is not applicable to circumstances that are governed by specific policies such as the Bullying Prevention Policy.

NMSA encourages all students to resolve complaints informally in a spirit of trust where possible. If the student is unable to resolve a complaint with an informal conversation, then the following procedure should be followed by the student for resolution of the complaint.

Step 1. The student shall make an appointment and present the complaint to the teacher, staff member, counselor, or administrator with whom the student has the complaint. A discussion of the specific concerns and solutions for resolving the complaint shall be held. The student's parent(s) may attend the meeting. Parent(s) of residential students may meet by telephone.

Step 2. If the matter cannot be resolved at the First Step, then the student shall make an appointment and present the complaint to the student's advisor. The student and the advisor shall discuss the specific concerns and solutions for resolving the complaint. The student's parent(s) may attend the meeting. Parent(s) of residential students may meet by telephone.

Step 3. If the matter cannot be resolved at the Second Step, the student and the student advisor shall present the matter to the Head of School. The specific concerns of the student and solutions for resolution of the complaint will be discussed with the Head of School. The student's parent(s) may attend the meeting. Parent(s) of residential students may meet by telephone. The Head of School in consultation with the student and advisor will determine of how to resolve the complaint. The decision of the Head of School will be final.

In addition to the procedures set forth in this Policy, if a complaint is filed pursuant to the McKinney-Vento Education for Homeless Children and Youth Act, then the procedures also shall comply with the applicable provisions of federal and state laws and regulations.

This Complaint Procedure Policy was adopted by resolution of the Governing Board of NMSA, effective as of October 18, 2010 and amends and restates the previously existing Complaint Procedures Policy.

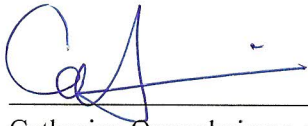
Complaint Procedures Policy (Policy No. 6.4)

Adopted: \_\_\_\_\_, 2009

Amended: \_\_\_\_\_, 2010

New Mexico School for the Arts

Attest:



Catherine Oppenheimer, Chair  
of the Governing Council



Cynthia Montoya, Secretary  
of the Governing Council

Legal Reference: 42 USC 11431 et seq., NMAC 6.10.3

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