

## GRIEVANCE PROCEDURES FOR NONDISCRIMINATION

### **Section I**

Any person who believes he/she has been discriminated against or denied equal opportunity or access to programs or services may file a complaint, which shall be referred to as a *grievance*, with the Academy's Civil Rights Coordinator:

Superintendent  
2900 East Apple Avenue  
Muskegon, MI 49442

231-777-4972

The individual may also, at any time, contact the U. S. Department of Education, Office of Civil Rights, 600 Superior Avenue, Room 750, Cleveland, Ohio 44114-2611.

### **Section II**

The person who believes he/she has a valid basis for grievance shall discuss the grievance informally with the Academy's Civil Rights Coordinator, who, in turn, shall investigate the complaint and reply with an answer to the complainant. At any time, the complainant may produce evidence and/or witness(es) in support of his/her grievance. He/She may initiate formal procedures according to the following steps:

#### Step 1

A written statement of the grievance signed by the complainant shall be submitted to the Academy's Civil Rights Coordinator within five (5) business days of receipt of answers to the informal complaint. The Coordinator shall further investigate the matters of grievance and reply in writing to the complainant within five (5) business days.

#### Step 2

If the complainant wishes to appeal the decision of the Academy's Civil Rights Coordinator, he/she may submit a signed statement of appeal to the Board of Directors within five (5) business days of his/her receipt of the Leader's response. In an attempt to resolve the grievance, the Board of Directors shall meet with the concerned parties and their representatives within twenty (20) business days of the receipt of such an appeal. A copy of the Board's disposition of the appeal shall be sent to each concerned party within ten (10) business days of this meeting.