Nittany Valley Charter School Parent/Guardian Complaint Procedure

At Nittany Valley Charter School (NVCS), we value our families and support ongoing dialogue regarding your ideas, concerns, and complaints. We believe that the quality of the NVCS educational experience can improve when the school community actively listens to concerns, resolves disagreements in open conversation and, when needed, through an established, objective process.

Concerns should be expressed as soon as possible to allow early resolution at the classroom level when appropriate. We wish to seek a quick and detailed approach to reach resolutions so that we can ensure only the most critical matters get elevated.

The goal of this NVCS Parent/Guardian Complaint Process is to provide a structured avenue for parents and families to work with the school leadership directly to quickly resolve school-based concerns.

STEP 1 – Resolving Complaints by Meeting, Phone Calls, and Conferences

If you have a complaint about classroom activities, please start by contacting your child's teacher. If you have a complaint about school rules, please start by contacting the CEO. NVCS encourages parents to first discuss their concerns and complaints through an informal conference with the appropriate teacher, para-professional, or other staff member directly involved in the matter.

NVCS will make every effort to confirm that we have received your complaint and set up a meeting (in person,via telephone or Virtual Meeting), within 48-72 hours of hearing of your complaint.

The next step will be this phone call or meeting. A written summary of the meeting will be created by a school staff member who was present during the conversation and provided to all parties. If this call or meeting, sometimes called an "informal conference," is deemed not satisfactory by the parent, they may proceed to Step 2 – a written complaint.

STEP 2 – Resolving a Written Complaint at the School Level

If the informal conference, call, or meeting fails to reach an outcome satisfactory to the parent, the parent may initiate a formal process by filing a written complaint, using the Complaint Form provided below. The parent should give a formal written complaint to the CEO. This formal complaint must include a copy of the written summary and any additional information added regarding (1) the teacher/staff informal conference.

Written complaints will be investigated promptly. Every attempt will be made to resolve the issue at the school level. Confirmation of the complaint and a meeting (in person, via telephone or Virtual Meeting) will be scheduled within 2 business days of receiving a written complaint. For example, a written complaint received on a Friday will receive a confirmation and a meeting date by the next Tuesday. The meeting dates will be set at the earliest possible time, not to exceed 7 business days from the receipt of the formal complaint.

If additional investigation is necessary, School Administration will inform the parent and set a second meeting as soon as possible to resolve the issue.

Even after initiating the formal Written Complaint process, parents are encouraged to seek an informal resolution of their concerns. A parent whose concerns are resolved may withdraw a formal written complaint at any time.

When a Written Complaint is resolved at the Administration level, the CEO Director will provide a written response to the parent, acknowledging that the matter has been resolved.

STEP 3 – Resolving a Written Complaint at the Board of Directors Level
If the parent seeks to appeal the decision of the CEO in resolving the Written Complaint, the parent must submit the Written Complaint to the Board of Directors. The same Form below should be used, with a copy of the written summary and any additional information added regarding (1) the teacher/staff informal conference and (2) the CEO response.

The Board of Directors will, within 48 hours, send confirmation of receipt and will send notice of next steps, including any investigation or meeting that the Board of Directors, acting through the Board's President, deems appropriate.

The resolution and decision of the Board of Directors, acting through its President, shall be final with regard to any written complaint.

Additional Information Regarding Special Types of Complaints.

NVCS Suspension and Expulsion Process- Some complaints may concern the proposed suspension or expulsion of a NVCS student. For your reference, the NVCS process for suspension and expulsion is outlined in the NVCS Discipline/Bullying Policy.

Reporting Title IX Sexual Misconduct Incidents- Some complaints may concern the alleged sexual misconduct of staff, students, or other stakeholders in the NVCS community. These are known as "Title IX" incidents. NVCS is required by the Pennsylvania Public Schools Mandated reporting laws to report these complaints directly to CPS and suspend any further school investigation. CPS will determine if there should be a school-based investigation or a CPS investigation.

Mandated Abuse and Neglect Reporting- Some complaints may concern alleged Child Abuse and Neglect Reporting, which is governed by PA law:
Please immediately Call ChildLine at 1-800-932-0313 To report your complaint.
https://www.pa.gov/agencies/dhs/resources/keep-kids-safe/report-child-abuse

Anti-Bullying Policy- Some complaints may include incidents of bullying. For more information regarding NVCS' Anti-Bullying policy and the process to report bullying, please consult the NVCS Discipline/Bullying Policy.

Conclusion

In conclusion, as noted above, NVCS Charter School values its families and students. We believe that the Complaint process outlined here will provide a fair hearing and an appropriate resolution to complaints received. We look forward to working with our families and students on these and all issues of importance to the NVCS School mission.

NVCS Charter Parent/Guardian Complaint Form Dated: November 25th, 2025

Thank you for completing this form. Your answers will help us to investigate your concern. Please give this form to your School Director

Student's Name: Grade: Teachers Name:
Parent's Name: Telephone Number: Email:

Date of Incident:
Description of Incident: (Please describe what concerns you in the space below and include all relevant details)

Was this incident reported previously? Yes No
If yes, please include the following in the space provided: (When and to whom was the incident reported? How was the incident reported?)

What course of action do you see to resolve this complaint?

Parent/Guardian Signature Date Submitted

For NVCS Staff ONLY

Recipient Signature.	Date Received
Note: Please make a copy of this form after signing and give the copy to the Parent/Guardian	