



Authorized Charter School Student Handbook Requirements

SY 2023-2024

This document outlines minimum requirements, in no particular order, for student handbooks issued by the Commission’s authorized charter schools. At the beginning of each school year, authorized charter schools are required to submit their student handbooks to the district via the reporting calendar. Commission staff will review the handbook to ensure that it contains the minimum requirements outlined in this document.¹

Student handbooks shall transcribe the full text, when noted, included in Commission [policies](#) or law. Pages 13 through 20 of this document contain the student handbook addendum. The information contained in these pages should be included in all Commission authorized charter school student handbooks.

This document contains the following:

- [I. Student Handbook Minimum Requirements](#)
 - [Additional Information on Parent Notifications required by ESEA](#)
- [II. Student Handbook Addendum](#)
 - [Commission LEA Policy 1200](#)
 - [Grievance/Complaint Resolution Guidance Chart](#)
 - [Commission LEA Policy 4502](#)
 - [Notice of Right to Request Translations of District Information](#)
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I. Student Handbook Minimum Requirements

Requirement	Notes	References
1. Charter Commission Student Handbook Addendum	Full text	
2. School complaint/grievance policy(ies)	Full text	Commission LEA Policy 1200, 5104, 6304
3. Notification of parent’s right to request information on teacher/paraprofessional qualifications	Full text	20 U.S.C. § 6312 (ESSA, § 1112(e)(1)(A))

¹ This document is separate from the Commission’s required policies, procedures, and plans document. While policies and procedures may be contained within a student handbook, this document is meant to cover only information that the Commission wants to ensure is contained in a student handbook that is sent home to students and parents.

Requirement	Notes	References
<p>4. Notification of parent’s rights under the Family Educational Rights and Privacy Act (FERPA)</p>	<p>Full text</p> <p>Notice should include:</p> <ul style="list-style-type: none"> • What information the school designates as directory information; • The right to opt out of the release of their child’s directory information; • The right to provide consent before the school discloses personally identifiable information from the student’s education records, except to the extent that FERPA authorizes disclosure without consent; • The criteria for determining who constitutes a school official and what constitutes a legitimate educational interest; • The right to inspect and review the child’s education records and to seek to amend the records; and • The right to file a complaint regarding an alleged failure to comply with FERPA. <p>An example notification can be found here.</p>	<p>FERPA, 20 U.S.C. § 1232(g)</p>
<p>5. Notification to parents of right to opt out of release of student information to military recruiters or institutions of higher education</p>	<p>Full text</p> <p>Under ESSA, notice to parents must be provided that the school releases the names, addresses, and phone numbers of secondary students to military recruiters and institutions of higher education unless parents opt out.</p> <p>This notice can be given along with the notice of parent’s rights under FERPA.</p>	<p>ESSA, 20 U.S.C. § 7908</p>
<p>6. Notification of parent’s rights under the Protection of Pupil Rights Amendment (PPRA)</p>	<p>Full text</p> <p>Notice should include:</p> <ul style="list-style-type: none"> • Parent’s rights regarding the conduct of surveys, collection and use of 	<p>PPRA, 20 U.S.C. § 1232(h)</p>

Requirement	Notes	References
	<p>information for marketing purposes, and certain physical exams.</p> <p>An example notification can be found here.</p>	
<p>7. Notification of free and reduced price meals and/or free milk</p>	<p>If a school participates in the National School Lunch Program, the School Breakfast Program, or the Special Milk Program, they must provide both parents and the public with information about free and reduced price meals and/or free milk near the beginning of each school year.</p> <p>Schools also must provide parents with an application form.</p> <p>Schools may not disclose children’s free and reduced eligibility status, unless the requestor of such information falls into one of the categories specified in the National School Lunch Act.</p> <p>Tennessee forms can be found here.</p>	<p>7 C.F.R. § 245.5</p> <p>42 U.S.C. § 1758(b)(6)(A)(i)-(v)</p>
<p>8. School, parent, and family engagement policy</p>	<p>Full text</p> <p>Each school served under Title I must also develop jointly with, agree on with, and distribute to, parents and family members of participating children a written school-level parent and family engagement policy that should be included in the student handbook</p>	<p>ESSA, 20 U.S.C. §6318(b); (c)</p>
<p>9. Notification to parents of all state mandated tests and tests mandated by the district that shall be administered in the upcoming school year</p>	<p>Full text</p> <p>In addition to the notification of district/state mandated tests, parents of children selected to participate in any NAEP assessment must be informed before the assessment is administered that their child may be excused from</p>	<p>T.C.A. § 49-6-6007</p> <p>Commission LEA Policy 4603</p>

Requirement	Notes	References
	<p>participation for any reason, is not required to finish any assessment, and is not required to answer any test question.</p> <p>This notification can be included in the student handbook list of all state and district mandated tests.</p> <p>See T.C.A. and LEA policy for specific requirements.</p>	
10. Student code of conduct and/or discipline policy, Zero Tolerance policy, and policy on Disciplinary Hearing Authorities	Summary with link to full text or full text ²	Commission LEA Policy 6300, 6313, 6309, 6317
11. Notice to students that they are subject to drug testing/grounds for testing/procedures/penalties/right to refuse	Summary with link to full text or full text	Commission LEA Policy 6307
12. School attendance policy	<p>Summary with link to full text or full text</p> <p>On or before the beginning of each school year, the school leader shall notify parents (or legal guardians or person having control) of students in writing that the parent/guardian has a duty to monitor the student's school attendance and require the student to attend school.</p> <p>The notice shall include:</p> <ul style="list-style-type: none"> • Language that if the student accumulates five (5) days of unexcused absences during the school year, then the student is subject to the school's progressive truancy interventions, and • Language that continued unexcused absences may result in a referral to juvenile court. 	Commission LEA Policy 6200

² If the student handbook serves as the school's policy handbook, then the full text must be included. If the school maintains school policies separate from the student handbook (i.e. in a separate policy handbook or on the school's website) then a summary of the policy may be placed in the student handbook along with a link to the text of the full policy, unless full text is required.

Requirement	Notes	References
	See LEA policy for additional requirements re: attendance and truancy.	
13. School grading policy	Full text	Commission LEA Policy 4603
14. Graduation requirements	Full text **High schools only	Commission LEA Policy 4605
15. Student harassment, hazing, intimidation, bullying and cyberbullying policy, including reporting and investigation procedures	Full text	Commission LEA Policy 6304
16. List of all clubs and organizations available to students	Full text	T.C.A. § 49-6-1031
17. Notifications under the Asbestos Hazard Emergency Response Act	<p>The Asbestos Hazard Emergency Response Act (AHERA) requires schools to inspect their buildings for asbestos-containing building materials, and develop, maintain, and update an asbestos management plan.</p> <p>Commission authorized charter schools must annually notify parents, teachers, and employee organizations in writing of the availability of the management plan and planned or in-progress inspections, reinspections, response actions, and post-response actions, including periodic re-inspection and surveillance activities.</p>	<p>40 C.F.R. §§ 763.84(c), (f), 763.93(g)(2)</p> <p>Commission LEA Policy 3208</p>
18. Notice to parents and students of the process for reporting school bus safety complaints	Full text	T.C.A. § 49-6-2101, et. seq.
19. Notice of non-discrimination	The regulations implementing Title VI, Title IX, Section 504, the Age Discrimination Act, Title II of the Americans with Disabilities Act, and the Boy Scouts of America Equal Access Act, require school districts to notify students, parents, and others that they do not discriminate on the basis of race, color, ethnicity, national origin, sex, pregnancy, disability, or age, and that they provide	<p>Title VI, 34 C.F.R. § 100.6(d)</p> <p>Title IX, 34 C.F.R. § 106.9</p> <p>Section 504, 34 C.F.R. § 104.8</p>

Requirement	Notes	References
	<p>equal access to the Boy Scouts and other designated youth groups.</p> <p>A sample notice of non-discrimination meets the minimum requirements of the regulations enforced by OCR, as noted below:</p> <p>The (Name of Recipient) does not discriminate on the basis of race, color, national origin, sex, disability, or age in its programs and activities and provides equal access to the Boy Scouts and other designated youth groups.¹ The following person has been designated to handle inquiries regarding the non-discrimination policies:</p> <p>Name and/or Title Address Telephone No.</p> <p>Name and/or Title² Address Telephone No.</p> <p>For further information on notice of non-discrimination, visit https://ocrcas.ed.gov/contact-ocr for the address and phone number of the office that serves your area, or call 1-800-421-3481.</p>	<p>Age Discrimination Act, 34 C.F.R. § 110.25</p> <p>Title II, 28 C.F.R. § 35.106</p> <p>Boy Scouts Act, 34 C.F.R. § 108.9</p>
<p>20. Notice of Commission LEA policy 6303- Reporting of Crimes, Interrogations and Searches, and any school policy or procedures on the subject.</p>	<p>Summary with link to full text or full text.</p>	<p>Commission LEA Policy 6303</p>
<p>21. Information about influenza and meningococcal disease and the effectiveness of vaccination.</p>	<p>Full text.</p> <p>Charter schools shall provide notice to parents at the beginning of every school year.</p>	<p>Commission LEA Policy 6203</p> <p>T.C.A. § 49-6-5005</p>

Requirement	Notes	References
	The notice can be included in the Student Handbook or sent as a separate notice.	
22. Notice to parents of all of the process for participation in a survey, analysis, or evaluation.	Summary with link to full text or full text	T.C.A. § 49-2-211 Commission Policy 4502

Additional Information on Parent Notifications required by ESEA, as amended by ESSA

Note: Not all of these notifications need to be included in the Student Handbook, unless noted above. However, this document is provided for additional reference regarding required parent notifications under federal law.

The Elementary and Secondary Education Act (ESEA) makes it clear that Congress expects Local Educational Agencies (LEAs) and schools receiving federal funds to ensure that parents are actively involved and knowledgeable about their schools and their children's education. The law requires schools to give parents many different kinds of information and notices in a uniform and understandable format and, to the extent practicable, in a language that the parents can understand. Listed below are some of these required notices that must be made to parents by school districts or individual public schools.

Written complaint procedures: LEAs disseminate free of charge to parents of students, and to appropriate private school officials or representatives, adequate information about the State Educational Agency's (SEA) written complaint procedures for resolving issues of violation(s) of a Federal statute or regulation that applies to Title I, Part A programs. [34 CFR §200.11(d)]

Teacher qualifications: At the beginning of each school year, a district that receives Title I funds must notify parents that they may request information regarding the professional qualifications of their children's classroom teachers. If a parent requests the information, it must include at least:

- ✓ whether the teacher has met state qualifications and licensing criteria for the grade levels and subject areas taught;
- ✓ whether the teacher is teaching under emergency or other provisional status;
- ✓ the baccalaureate degree major of the teacher; and
- ✓ any other graduate certification or degree held by the teacher and the field of discipline of the certification or degree.

The information must also disclose whether the child is provided services by paraprofessionals, and if so, their qualifications. [20 U.S.C. §6311(h)(6)]

Title III requires that each eligible entity receiving a subgrant under §3114 shall include in its plan a certification that all teachers in any language instruction educational program for limited English proficient children that is, or will be, funded under this part are fluent in English and any other language used for instruction, including having written and oral communication skills. [ESEA Title III, Part A, §3116(c)]

Non-highly qualified teachers: A Title I school shall provide each individual parent timely notice that the parent's child has been assigned, or has been taught for four or more consecutive weeks, by a teacher who is not highly qualified. [20 U.S.C. §6311(h)(6)(B)] [ESEA Title I, Part A, §1111(h)(6)(A) and (h)(6)(B)(ii)]

Student privacy: Districts must give parents annual notice at the beginning of the school year of the specific or approximate dates during the school year when the following activities are scheduled or expected to be scheduled:

- ✓ activities involving the collection, disclosure or use of personal student information for the purpose of marketing or selling that information;
- ✓ administration of surveys containing request for certain types of sensitive information;
- ✓ any non-emergency, invasive physical examination that is required as a condition of attendance, administered by the school, scheduled in advance and not necessary to protect the immediate health and safety of student.

A district must develop and adopt policies regarding the rights of parents to inspect:

- ✓ third party surveys before they are administered or distributed to students;
- ✓ measures to protect student privacy when surveys ask for certain sensitive information;
- ✓ parental right to inspect any instructional materials;
- ✓ administration of physical examinations or screening of students;
- ✓ collection, disclosure or use of personal information from students for the purpose of marketing or selling that information; and
- ✓ the parental right to inspect any instrument used to collect personal information before it is distributed to students.

Districts must give parents annual notice of an adoption or continued use of such policies and within a reasonable period of time after any substantive change in such policies. [20 U.S.C. §1232h(c)(2)] [ESEA Title II, Part F, §1061(c)]

Public release of student directory information: Under the Family Education Rights and Privacy Act (FERPA), an LEA must provide notice to parents of the types of student information that it releases publicly. This type of student information, commonly referred to as “directory information,” includes such items as names, addresses and telephone numbers and is information generally not considered harmful or an invasion of privacy if disclosed. The notice must include an explanation of a parent’s right to request that the information not be disclosed without prior written consent.

Additionally, §9528 requires that parents be notified that the school routinely discloses names, addresses and telephone numbers to military recruiters upon request, subject to a parent’s request not to disclose such information without written consent.

A single notice provided through a mailing, student handbook or other method that is reasonably calculated to inform parents of the above information is sufficient to satisfy the parental notification requirements of both FERPA and §9528. The notification must advise the parent of how to opt out of the public, nonconsensual disclosure of directory information and the method and timeline within which to do so. [ESEA §9528]

Military recruiter access to student information: Districts receiving federal education funds must notify parents of secondary school students that they have a right to request their child's name, address and telephone number not be released to a military recruiter without their prior written consent. Districts must comply with any such requests. [20 U.S.C. §7908(a)(2)] [ESEA §9528]

Parental involvement: A district receiving Title I funds and each school served under Title I must develop jointly with, agree on with, and distribute to, parents of children participating in Title I programs, a written parental involvement policy. If a school or district has a parental involvement policy that applies to all parents, it may amend the policy to meet the requirements under the ESEA. [ESEA Title I, Part A, §1118(a)(2)] [20 U.S.C. §6318(b); (c)]

Parents shall be notified of the policy in an understandable and uniform format and, to the extent practicable, provided in a language the parents can understand. Such policy shall be made available to the local community and updated periodically to meet the changing needs of parents and the school. [ESEA Title I, Part A, §1118(b)(1)]

Schools must hold at least one annual meeting for Title I parents;

- ✓ offer a flexible number of meetings;
- ✓ involve parents in an ongoing manner in the planning, review and improvement of Title I programs;
- ✓ provide Title I parents with timely information about the programs, a description and explanation of the curriculum, forms of academic assessment and expected levels of student proficiency;
- ✓ if requested, provide opportunities for regular meetings to discuss decisions related to the education of their children; and
- ✓ develop a school-parent compact that outlines the responsibilities of each party for improved student academic achievement. [ESEA Title I, Part A, §1118(c)]

Title III requires that each eligible entity receiving a subgrant under §3114 submit a plan to the SEA that describes how the eligible entity will promote parental and community participation in programs for limited English proficient children. [ESEA Title III, Part A, §3116(b)(4)]

Title III-funded LEAs are required to implement an effective means of outreach to parents of limited English proficient children to inform such parents of how they can be involved in the education of their children and be active participants in assisting their children to learn English, achieve at high levels in core academic subjects and meet the same State content and achievement standards all children are expected to meet. [ESEA Title III §3302(e)]

Report cards on statewide academic assessment: Each school district that receives Title I, Part A funds must prepare and disseminate an annual report card. Generally, the state or district must include on its report card information about public schools related to student achievement,

accountability, teacher qualifications and other required information, as well as any other information that the state or district deems relevant.

These report cards must be concise and presented in an understandable and uniform format accessible to persons with disabilities and, to the extent practicable, provided in a language that parents can understand. In Tennessee, these requirements are met through our State's report card. *[ESEA Title I, Part A, §1111(h)(1) and (h)(2)]*

Individual achievement on state assessment: A school that receives Title I funds must provide each parent information on the achievement level of their child on each of the state academic assessments as soon as is practicably possible after the test is taken. *[20 U.S.C. §6312(c)(1)(N)] [ESEA Title I, Part A, §1111(h)(6)(B)(i)]*

All schools must provide to parents, teachers and principals the individual student interpretive, descriptive and diagnostic reports, which allow specific academic needs to be understood and addressed, and include information on the student's achievement on academic assessments aligned with State academic achievement standards. *[ESEA §1111(b)(3)(C)(xii)]*

National Assessment of Education Progress: Districts, schools and students may voluntarily participate in the National Assessment of Educational Progress (NAEP). Parents of children selected to participate in any NAEP assessment must be informed before the assessment is administered that their child may be excused from participation for any reason, is not required to finish any assessment and is not required to answer any test question. A district must make reasonable efforts to inform parents and the public about their right to access all assessment data (except personally identifiable information), questions and current assessment instruments. *[ESEA Title VI, Part C, §411(c)(1); (d)(1)–(2)]*

School-wide programs: A district must inform eligible schools and parents of school-wide program authority under which such schools may consolidate funds from federal, state and local sources to upgrade the entire educational program of the school. The school must serve an eligible attendance area in which at least 40% of the children in the area or enrolled in the school are from low-income families. *[20 U.S.C. §6312(c)(1)(A)] [ESEA Title I, Part A, §1114]*

Progress review: Each LEA shall publicize the results of the annual progress review to parents, teachers, principals, schools and the community so that the teachers, principals, other staff and schools can continually refine, in an instructionally useful manner, the program of instruction to help all children served under Title I to meet the challenging State student academic achievement standards. *[ESEA §1116(a)(1)(C)]*

Safe and drug-free schools programs: A district receiving safe and drug-free school program funds must inform and involve parents in violence and drug prevention efforts. The district must make reasonable efforts to inform parents of the content of safe and drug-free school programs and

activities other than classroom instruction. If a parent objects in writing, the district must withdraw the student from the program or activity. [20 U.S.C. §7116(b); 20 U.S.C. §7163]

Limited English proficiency programs: A school district that uses federal funds to provide a language instruction education program for children with limited English proficiency must no later than 30 days after the beginning of the school year inform the parents of each child identified for participation or participating in such a program:

- ✓ the reasons for the identification of the child as limited English proficient;
- ✓ the child's level of English proficiency;
- ✓ how that level was determined and the status of the child's academic achievement;
- ✓ methods of instruction used in the program in which their child is participating and methods of instruction used in other available programs;
- ✓ how the program will meet the educational strengths and needs of their child;
- ✓ how the program will specifically help their child learn English and meet age-appropriate academic achievement standards for grade promotion and graduation;
- ✓ the specific exit requirements for the program;
- ✓ in the case of a child with a disability, how the program meets the child's IEP objectives; and
- ✓ information about parental rights detailing the right of parents to have their child immediately removed from such program upon their request and the options that parents have to decline to enroll their child in such program or to choose another available program or method of instruction.

For a child not identified as limited English proficient prior to the beginning of the school year, the district must notify parents within the first two weeks of the child being placed in such a program. [20 U.S.C. §6312(g); §7012(a)-(d)] [ESEA Title I, Part A, §1112(g)(1)-(4)]

Each eligible entity using Title III funds to provide a language instruction education program, and that has failed to make progress on the annual measurable achievement objectives shall separately inform the parents of children identified for participation in such program, or participating in such program, of such failure not later than 30 days after such failure occurs. All required information shall be provided in an understandable and uniform format and, to the extent practicable, in a language that the parent can understand. [ESEA, Title III, Part C, §3302(b)(c)]

Homeless children: To be eligible for funds, the school must provide written notice, at the time any child seeks enrollment in such school, and at least twice annually while the child is enrolled in such school, to the parent or guardian or unaccompanied youth that, shall be signed by the parent or guardian or unaccompanied youth; that sets forth the general rights provided; and specifically states:

- ✓ the choice of schools homeless children are eligible to attend;
- ✓ that no homeless child is required to attend a separate school for homeless children;
- ✓ that homeless children shall be provided comparable services, including transportation services, educational services, and meals; and

- ✓ that homeless children should not be stigmatized by school personnel.

The school must also:

- ✓ provide contact information for the local liaison for homeless children and the State Coordinator for Education of Homeless Children and Youths;
- ✓ provide assistance to the parent or guardian or unaccompanied youth to exercise the right to attend their choice of schools as provided for in subsection (g)(3)(A); and
- ✓ if applicable, coordinate with the local education agency with jurisdiction for the school selected, to provide transportation and other necessary services. [42 U.S.C. §11432(e)(3)(C),(E)] [ESEA Title X, Part C, §722(e)(3)(C)(I)-(iv)]

If the district sends a homeless child to a school other than the school of origin or the school requested by the parent or guardian, the district must provide the parents a written explanation for, including notice of the right to appeal, the decision. The information must also be provided whenever a dispute arises over school selection. [ESEA Title X, Part C, §722(g)(3)(B)]

Each LEA liaison for homeless children and youth shall ensure the parents or guardians of homeless children and youth are informed of the educational and related opportunities available to their children and are provided with meaningful opportunities to participate in the education of their children. [ESEA Title X, Part C, §722(g)(6)(A)(iv)]

Public notice of the educational rights of homeless children and youths is disseminated where such children and youths receive services under this Act, such as schools, family shelters and soup kitchens. [ESEA Title X, Part C, §722(g)(6)(A)(v)]

21st Century Community Learning Centers: A program or activity funded as part of a 21st Century Community Learning Center providing before and after school activities to advance student academic achievement must undergo periodic evaluation to assess its progress toward achieving its goal of providing high quality opportunities for academic enrichment. The results of evaluations shall be made available to the public upon request, with public notice of such availability provided. [ESEA §4205(b)(2)]



II. Student Handbook Addendum³

Note: The Student Handbook Addendum included below contains information that shall be provided in all Commission authorized charter school's student handbooks.

This school is a charter school authorized by the Tennessee Public Charter School Commission, which serves as the overseeing school district. This document provides important contact information for the school district as well as a link to school district resources and information for parents and students.

General Contact Information:

Tennessee Public Charter School Commission
500 James Robertson Parkway, 8th Floor
Nashville, TN 37243

Main Phone: (615) 532-6245

Email: Charter.Commission@tn.gov

Website: <https://www.tn.gov/tn-public-charter-school-commission.html>

The Tennessee Public Charter School Commission has school district policies and procedures that apply to all of its schools. These policies and procedures, along with additional information about the school district and its schools are located on its website.

Tennessee Public Charter School Commission District Staff:

Executive Director: Tess Stovall (Tess.Stovall@tn.gov)

General Counsel: Ashley Thomas (Ashley.Thomas2@tn.gov)

Director of External Affairs: Hayden Pendergrass (Hayden.Pendergrass@tn.gov)

Director of Finance and Operations: Melanie Harrell (Melanie.Harrell@tn.gov)

Director of School Programs and Supports: Nate Parker (Nate.Parker@tn.gov)

Special Populations Coordinator: Katie Bridges (Kathryn.Bridges@tn.gov)

³ A translated version of the Student Handbook Addendum is available from the Charter Commission and will be provided to schools as a separate document.

TENNESSEE PUBLIC CHARTER SCHOOL COMMISSION		
GRIEVANCES AND COMPLAINTS		1200
ADOPTED: February 5, 2021	REVISED:	MONITORING: Review: Annually

Each authorized charter school shall adopt a policy and/or procedure for receiving and addressing complaints or grievances from employees, parents/guardians, or students. The governing board of each charter school shall be the first avenue for response in any complaints or grievances filed against the charter school, its employees, or its volunteers, and the policy and procedures shall be included in the student handbook and made available to students, parents/guardians, employees, and any other person who requests it.

If grievances persist following the actions of the governing board of the charter school, or if the complaints are with regard to alleged violations of law, the charter agreement, the improper discipline of a special education student (including violations of the Individuals with Disabilities Act (IDEA) or applicable state or federal law or regulation), or any other topic listed below, the Commission may investigate.

Complaints and Grievances Handled by the School. The following are examples of complaints or grievances that are at the discretion of the school and areas in which the Commission cannot mandate decisions:

- (1) Employment issues;
- (2) Transportation issues (except with regard to students experiencing homelessness, students with disabilities, or students in foster care);
- (3) Disagreement with a teacher or a student;
- (4) Bullying issues (excluding bullying that rises to the level of a civil rights issue under Title IX or VI, or bullying on the basis of a disability under the Americans with Disabilities Act (ADA)); and
- (5) Disagreement over a discipline decision (excluding the discipline of students with disabilities, including students with Individualized Education Programs (IEPs) or 504 Plans).

The school shall follow its adopted policies and procedures for handling complaints and grievances.

Complaints and Grievances Handled by the Commission. In some instances, Commission may investigate complaints or grievances regarding an authorized school. A formal complaint or grievance to the Commission may include, but is not limited to allegations regarding the following:

- (1) Violations of the law;
- (2) Violations of the charter agreement;
- (3) Violations of special education rights, including discipline;
- (4) Child abuse;

- (5) Serious health, safety, and legal issues;
- (6) Suggestions that a student transfer or enroll at a different school; and
- (7) Title VI and Title IX (civil rights) claims and ADA/Section 504 claims.

A formal complaint to the Commission must:

- (1) Identify the school(s) involved in the issue;
- (2) Clearly describe the grievance or complaint and provide any corresponding documentation supporting the issue;
- (3) Provide details of how the individual attempted to resolve the issue with the school or governing board, if applicable; and
- (4) Be filed within 180 days of the alleged violation, unless the Commission determines that special circumstances exist to allow the filing of the complaint or grievance.

Within seven (7) business days, the Director of Schools or his/her designee will determine whether or not the grievance or complaint is properly before the Commission or if it needs to be resolved with the school, and the Director of Schools or his/her designee will notify the complainant of this decision in writing. If it is determined that the complaint or grievance is properly before the Commission, the Commission will address the complaint or grievance within thirty (30) calendar days, unless special circumstances exist. If special circumstances exist, all parties will be notified.

If a school is found to have committed a violation, it may trigger interventions by the Commission in accordance with Commission Policy 3.400.¹

Filing a complaint under this policy shall not serve as a prerequisite to any legal or other administrative action that the complainant may choose to pursue, including, but not limited to any complaint under Policy 1801 - Special Education/Individuals with Disabilities Education Act (IDEA), 1802 - Americans with Disabilities Act (ADA) and Section 504, and 6304 - Bullying, Cyberbullying, Discrimination, Harassment, and Hazing.

Legal References:

¹ Commission Policy 3.400

Cross References:

Special Education/Individuals with Disabilities Education Act (IDEA) 1801
Americans With Disabilities Act (ADA) and Section 504 1802
Attendance 6200
Bullying, Cyber-bullying, Discrimination, Harassment, And Hazing 6304
Required Remands and Student Disciplinary Hearing Authority 6317
Complaint/Grievance Procedures

Grievance/Complaint Resolution Guidance Chart

Note: The purpose of this chart is to provide guidance to parents who have a concern or problem related to their child's schooling. The chart describes whom a parent should reach out to depending on the category of their problem and what steps they should take to begin addressing the problem.

1. WHICH TYPE OF PROBLEM AM I HAVING?			
General Issues	Enrollment Issues	Special Ed Issues	Critical Issues
<ul style="list-style-type: none"> Disagreement with a teacher or another student. Disagreement over a discipline decision.*Not including expulsion or if the decision involves a special education student or student with a disability. Bullying issues.*Not including bullying that would rise to the level of a civil rights issue under Title IX or VI or bullying on the basis of a disability. General transportation issues (bus is late, bus driver issue, bus stop location). *Not including issues related to transportation of students with disabilities, homeless or foster care students. 	<ul style="list-style-type: none"> Confusion about enrollment. (lottery/application process, documents required) School said we should transfer or school said my child isn't a good fit. 	<ul style="list-style-type: none"> My child is not receiving the special education services required by his/her IEP or 504 plan. I disagree with a decision made by the IEP team. I have concerns about the way my special education student was disciplined. The school is not complying with the requirements of the Americans with Disabilities Act (ADA) regarding accessibility, accommodations, etc. 	<ul style="list-style-type: none"> My child has been expelled, or other serious discipline issues. Serious health, legal or safety issues. Title VI (race, color, national origin), Title IX (sex) civil rights, or ADA/Section 504 discrimination issues. The school is not communicating with me or my child in a language that we understand.
2. WHO IS RESPONSIBLE FOR WORKING WITH ME TO FIND A SOLUTION?			
<ul style="list-style-type: none"> These issues are the responsibility of the school. The Commission cannot 	<ul style="list-style-type: none"> Most of these issues can be resolved by the school. 	<ul style="list-style-type: none"> Most of these issues can be resolved by the school. 	<ul style="list-style-type: none"> The Commission will work with you and the school to ensure that these

mandate decisions in this area.			issues are resolved.
3. WHAT IS THE FIRST THING I SHOULD DO TO ADDRESS MY PROBLEM?			
<ul style="list-style-type: none"> Attempt to resolve the issue with the school by contacting the principal or assistant principal. If you wish to make a formal complaint, review the school's policy on complaints and grievances which should be contained in the student handbook. For discipline issues, consult the student handbook for the school's discipline policy and any appeal process established by the school. For bullying issues, consult the school's bullying policy which should set forth a complaint and investigation process for bullying issues. The school's bullying policy should be contained in the student handbook. Also consult the Commission's bullying policy. 	<ul style="list-style-type: none"> Contact school office personnel, the school counselor, or principal. Review student enrollment policies and procedures which should be contained in the student handbook or the school's website. Also consult the Commission's enrollment procedures. 	<ul style="list-style-type: none"> Contact the school's Director of Special Education/Student Support, the Principal, or the Executive Director/CEO of the Charter School. The school must give you 10-day advance notice for any concerns resulting in an IEP meeting or if you request an IEP meeting. For students with an IEP, consult the Procedural Safeguards document provided by the Tennessee Department of Education regarding your rights. 	<ul style="list-style-type: none"> Contact the Executive Director, Tess Stovall at (615) 532-6245 or Tess.Stovall@tn.gov to describe your concern and previous requests for help from the school. The Executive Director or her designee will work with you and the school to come to a solution. If your student has been expelled: To request an appeal of a zero tolerance expulsion, see the school's policy on Disciplinary Hearing Authorities, which should be contained in the student handbook. Also consult the Commission DHA policy and procedure.
4. WHAT HAPPENS IF I AM STILL UNABLE TO RESOLVE MY PROBLEM?			
<ul style="list-style-type: none"> If you are unable to resolve your problem by working with the school principal or if the school principal does 	<ul style="list-style-type: none"> If you cannot resolve the issue by speaking with the school principal, you may reach out to the operator's 	<ul style="list-style-type: none"> Contact the Commission's Special Education Coordinator or Executive Director at (615) 532-6245. They 	<ul style="list-style-type: none"> You may file a formal complaint with the Commission. Consult the

<p>not respond, you may reach out to the operator’s CEO/ Executive Director or to the governing board of the charter school.</p> <ul style="list-style-type: none"> To request an appeal of a suspension/remand to alternative school of more than 10 days, see the school’s policy on Disciplinary Hearing Authorities, which should be contained in the student handbook. Also consult the Commission DHA policy and procedure. 	<p>CEO/Executive Director.</p> <ul style="list-style-type: none"> If the issue is still not resolved, and you feel that your child is unlawfully being denied enrollment please contact the Commission at Charter.Commission@tn.gov or (615) 532-6245. 	<p>will work with you and the school to attempt to reach a resolution.</p> <ul style="list-style-type: none"> You may file a formal complaint with the Commission. Consult the Commission complaint policy. You may contact the Tennessee Department of Education to make a complaint regarding special education at (615) 741-2921. Consult the Commission policy on IDEA Complaints or the policy on ADA and Section 504 Complaints for additional options. 	<p>Commission complaint policy.</p>
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TENNESSEE PUBLIC CHARTER SCHOOL COMMISSION		
PARENT INVOLVEMENT AND ENGAGEMENT		4502
ADOPTED: April 9, 2021	REVISED: July 28, 2023	MONITORING: Review: Annually

The Commission recognizes the importance and value of meaningful parent and family involvement. In collaboration with its schools, the Commission seeks to establish effective strategies and plans to engage parents and families in the design, review, and implementation of the education program. The Commission and its schools shall create a welcoming environment for all parents and families and implement policies that encourage the participation of parents in the education of their child.

Responsibilities of the District. Annually, the Commission shall work with its authorized charter schools on the local education agency (LEA) district plan to establish expectations and objectives for the district and its schools, including parent and family engagement. A parent representative, whose child is currently enrolled in a school in the LEA, shall be part of the planning team.

Additionally, the Commission shall publish documents for parents on its website including, but not limited to:

- (1) LEA policies, with specific policies pertinent to students and parents translated in a language parents can understand; and
- (2) A list of State- and district-mandated assessments given by each school.

Responsibilities of the School. Each school shall adopt a policy to address the engagement of parents and families. This policy shall be jointly developed with parents and outline how parents, students, and school staff will share the responsibility for high student achievement.¹ The policy shall include, but is not limited to:

- (1) The school’s grievance and complaint policy with specific information on how parents and members of the community can engage with the governing board;
- (2) A description of how the school plans to engage parents concerning student progress including, but not limited to:
 - (a) Report cards;
 - (b) Progress reports; and
 - (c) Notices of concern;
- (3) Notification that the school will hold at least two (2) scheduled parent-teacher meetings during the school year that do not occur during school hours of any day that is counted for the purposes of meeting the one hundred and eighty (180) days of classroom instruction, nor are substituted for a day of classroom instruction;²
- (4) Entitlement of parents and families to review all teaching materials, instructional materials, and tests developed by teachers;³

- (5) Entitlement of parents and families to review all surveys, analyses, and evaluations, prior to being administered to the parent’s or legal guardian’s child;⁴
- (6) Notification of the inclusion of at least one (1) parent representative as a member of the governing board, whose child is currently enrolled in a school operated by the governing board;⁵
- (7) Notification of the inclusion of at least one (1) parent representative as a member of the school planning team;
- (8) Notification that the school (if a Title I school) will hold at least one (1) annual Title I meeting to inform parents of the school’s participation in Title I, the requirements of Title I, and the parent’s right to be involved;
- (9) Assurance that non-English speaking parents of students are identified and served through translation or interpretation as needed;
- (10) Annual notification to parents of the school’s parent and family engagement policy, in a language the parent can understand;
- (11) Annual distribution of the school’s student and parent handbooks to parents, in a language the parent can understand, along with notification to the Commission that handbooks have been distributed; and
- (12) Annual evaluations of the effectiveness of the parent and family engagement policy by identifying:
 - (a) Barriers to greater participation by parents;
 - (b) The needs of parents and family members to assist with the education of their children; and
 - (c) Strategies to support successful school and family interactions.

Schools shall consider the needs and schedules of working parents when planning meetings, activities, or other events in which parents are encouraged to attend.

Legal References:

- ¹ 20 U.S.C. § 6318
- ² T.C.A. § 49-6-7002
- ³ T.C.A. § 49-6-7003
- ⁴ T.C.A. § 49-2-211(b)(1).
- ⁵ T.C.A. § 49-13-109

Cross References:

- Instructional Materials 4400
State Board Policy 4.207
Promotion and Retention, Grading
Assessment 4603



NOTICE: Right to Request Translation of District Information

Parents and families of students enrolled in Tennessee Public Charter School Commission authorized charter schools may request district information to be translated into their primary language (if other than English). District information may include the TN Public Charter School Commission district policies, procedures, and notices made available to the public.

Parents or family members who wish to request translated district information should email their request, including the title of the document they wish to have translated to the below contact information. Please note that translation of district information may take up to several weeks and will be provided as soon as possible after a request is received.

Katie Bridges
Special Populations Coordinator
Kathryn.Bridges@tn.gov
Ph. (615) 532-6245



III. Student Handbook Assurances

Directions: Schools must ensure necessary school leaders have reviewed, understand, and will implement the requirements within this handbook. After review of the handbook, school leaders must sign and date the assurances below. Then, scan this page and upload it to the August Reporting Calendar folder on Microsoft Teams by August 31, 2023.

Assurances: The charter school hereby assures the local education agency (LEA) that the school meets each of the following conditions:

1. The Authorized Charter School Student Handbook Requirements for the current school year and has been reviewed in its entirety by required school leaders.
2. Charter school Student Handbooks will be reviewed and revised to meet the minimum requirements as outlined by federal statute, state statute, and Commission policy.
3. Authorized charter schools will submit their Student Handbooks to the district via the Reporting Calendar.
4. All Parent Notifications required by ESEA, as amended by ESSA, will be shared with parents/guardians in a uniform and understandable format and, to the extent practicable, in a language that the parents/guardians can understand.

School Leader Name

School Leader Signature

Date

School Leader Designee Name (Executive Director, etc.)

School Leader Designee Signature

Date