



New Springs Schools
2410 E. Busch Blvd. Tampa FL 33612
Tel. (813) 933-5025

NSS Grievance Procedures

Definition: A grievance is a situation occurring in the course of the school's operation which causes students or staff to consider themselves legally wronged. It is a formal allegation that there has been a violation, misinterpretation, misuse of school policy or procedures.

Students who believe they have been aggrieved should first take their complaint/concern to the Dean of Discipline and request that a conference be scheduled with the school's problem-solving team which includes the school's principal.

Employees who believe they have been aggrieved should first take their complaint/concern to the principal and request that a conference be scheduled with the school's problem-solving team.

If the grievant is not satisfied with the results of the conference, they should file a formal complaint by completing the Formal Grievance Form that could be found at front office and digitally. written statement to the school's board.

The principal will investigate the alleged incident and talk to witnesses as appropriate. The principal will complete the requirements for a Level 1 Grievance and will respond, in writing, to the grievant within 10 school days from the date the grievance was reported via the Grievance Form.

See the grievance form procedures, provided below, for details regarding additional recourse.

NSS Grievance Procedures: The official procedure for filing a written, formal grievance within New Springs Schools is listed below:

A grievance subject to this procedure is a complaint of an alleged violation of federal, state or local laws applicable to the School Board including, but not limited to, claims of unlawful discrimination, harassment, retaliation, or violation of specific policies and procedures. The grievance process is not intended to replace other processes available because of various laws.

Conference: When an individual feels that he or she has a complaint or grievance (as defined above) he or she shall discuss the complaint or grievance with the individual, the principal of the school, the immediate supervisor, or that person's supervisor as soon as possible. Every effort will be made to arrive at a satisfactory resolution of the problem on an informal basis. For instance, if a student or parent has a grievance against a teacher, the student or parent will meet with the teacher and/or an administrator first before completing a formal grievance form.

Completing a Formal Grievance Form: Any student, staff, parent, or designated guardian who feel unsatisfied after having an informal meeting or conference regarding their grievance, may request the official grievance form from the Front office. These are the instructions that are printed on the back of the form:



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1. Person(s) filing a Level 1 grievance must completed an informal conference prior to being granted the formal Grievance Form. Formal grievance forms must also be accompanied by a written statement. A copy should be retained by the grievant. A grievance shall be presented within 60 days after the aggrieved person knows of the act or condition on which the grievance is based, and if not so presented, the grievance shall be considered waived. Again, a Level 1 grievance must be precluded with a “pre-grievance conference.”
2. Person receiving the grievance form shall be allowed due process to respond. This should be within five (5) workdays of being notified of the formal filing of grievance against such person.
3. The Principal or site administrator rendering the Level 1 decision shall respond in writing to the grievant within ten (10) school or workdays from the date the form was submitted/received at the site.
4. The Principal or site administrator rendering the Level 1 written response must send this response to the grievant and to the school board by email.
5. Person(s) wishing to appeal their grievance to Level 2 must complete the “Level 2 Grievance” section of the Formal Grievance and submit documents to the New Springs Inc. School Board at the address above within ten (10) school or workdays from the date they received the Level 1 decision from the Principal or site administrator.
6. Person(s) wishing to appeal their grievance to Level 3 must complete the “Level 3 Grievance” of the Formal Grievance and submit your appeal to the Hillsborough County Director of Charter Office at the address on the grievance form within ten (10) school or workdays from the date they received the Level 2 decision from the New Springs Inc. School Board. Your appeal shall not introduce new evidence, and no witnesses may be called.
7. If you are a parent of a student suspected or identified as having a disability who needs special education and related services, you have rights under the Individuals with Disability Education Act (IDEA). IDEA contains provisions relative to dispute resolution processes. Parents may obtain copies of information about the procedural safeguards and the available dispute resolution processes from Exceptional Student Education personnel at their child’s school, at each district area office, and at the Velasco Student Services Center located at 1202 Palm Avenue, Tamp, FL 33605, (813) 273-7025.

Institutional Accreditation Agency – Grievance: If after exploring all possible solutions to a problem with the School District staff, a student may contact the Florida Department of Education as well as the Accrediting Commission of the Council on Occupational Education. Inquiries should be addressed to:

Florida Department of Education Career and Technical Education
325 West Gaines Street, Suite 734
Tallahassee, FL 32399
(850) 245-0446