

Parent Complaints & Grievance Procedure

Approved policy

Effective Date: October 24, 2026

Last Reviewed: October 24, 2026

Our Commitment

Brooke House Academy values open, constructive communication with students and families.

We are committed to addressing concerns fairly, professionally and promptly.

Step 1: Initial Communication

Parents are encouraged to raise routine concerns directly with the appropriate teacher, coach or campus representative.

Examples include:

- Classroom concerns.
- Academic progress.
- Soccer training issues.
- Scheduling or communication difficulties.

Where possible, concerns should be resolved through constructive discussion.

Step 2: Formal Campus Review

Where a concern remains unresolved, parents may submit a written complaint to the relevant campus leadership.

The complaint should include:

- Student name and campus.
- Description of the concern.

- Relevant dates and circumstances.
- Previous attempts to resolve the issue.
- The outcome being requested.

Campus leadership will review the concern and provide an appropriate response.

Step 3: Executive Director Review

If the matter remains unresolved, parents may request a formal review by the Executive Director.

Email: executivedirector@brookehouseacademy.com

The Executive Director will consider the available information and communicate the academy's determination.

Where the Executive Director is personally involved in the complaint, an appropriately designated alternative reviewer should handle the matter.

Response Expectations

BHA will aim to acknowledge formal written complaints within two school days and provide a substantive response or update within ten school days.

Complex matters may require additional time.

These are academy service targets rather than guarantees of resolution within a fixed period.

Student Safety Complaints

Concerns involving suspected child abuse, neglect, serious staff misconduct or immediate student safety must be addressed through the appropriate safeguarding and mandatory reporting procedures.

Parents and staff are not required to complete the ordinary complaints process before contacting relevant authorities.

Confidentiality and Non-Retaliation

Complaints will be handled discreetly and information shared only where appropriate.

BHA prohibits retaliation against students or families for raising concerns in good faith.

Disciplinary Appeals

Requests for reconsideration of suspensions or expulsions are governed by the Student Code of Conduct & Disciplinary Policy.

External Complaints

Nothing in this policy prevents families from contacting relevant authorities, scholarship organizations or the Florida Department of Education where applicable.

Policy Authority: Executive Director

Applicable Campuses: Jacksonville, Maitland and Tampa

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