

Discrimination Compliance Policy

Center Academy does not discriminate on the basis of race, color, sex, religion, national or ethnic origin, age, disability, veteran's status, sexual orientation, gender identity, marital status, or other protected classification under federal, state, or local law in the administration of its educational policies, admissions policies, scholarship programs, other school-administered programs, or employment conditions or practices.

School Compliance Officer

Questions regarding the school's compliance with the application and administration of the school's nondiscrimination policies should be directed to Steve Hicks, 6710 86th Avenue N., Pinellas Park, FL 33782, 813 909-9272, stevehicks@centeracademy.com.

The Compliance Officer shall be responsible for coordinating the School's effort to meet its responsibilities under this policy. The Compliance Officer will receive and investigate any complaints filed under this policy and make recommendations to the *Director* for the prompt and equitable resolution of complaints.

The School will provide its Compliance Officer and staff appropriate training on this policy and their obligations hereunder. Retaliation against an individual for filing a complaint under this policy or participating in the informal or formal resolution is prohibited.

Complaint Procedure

Who may make a complaint?

A person (student, parent, employee, or applicant) may report a concern or allegation that s/he is being denied an equal opportunity to access the School's education programs, activities or services, including employment opportunities.

Who can a complaint be made to?

A complaint may be reported to the Compliance Officer, an Administrator, or to a staff member. Any complaint received by an Administrator or staff member shall be promptly reported to the Compliance Officer for handling.

How do you file a complaint?

A complaint may be made verbally or in writing.

Are there timelines for filing a complaint?

Timelines are flexible, but a person with a complaint should try to report it within thirty (30) calendar days after an alleged discriminatory incident.

How long will it take to have a complaint handled?

While the School will try to handle the complaint as expeditiously as possible, there can be unexpected or unforeseen circumstances that cause delay.

Informal complaint process

This policy provides an individual the option of filing an informal complaint (verbally or in writing), which allows a fuller range of options in facilitating prompt resolution of an issue(s). It is the choice of the individual complaining whether to initially pursue an informal complaint procedure. The Compliance Officer, or his/her designee, shall explore an informal resolution with the complainant, which may involve providing advice to the complainant on how to handle the issue(s) or reviewing this policy with persons involved in the issue. If the matter involves the conduct of another person, an informal resolution could involve a meeting with the complainant and that person provided both individuals agreed. Resolution through this informal procedure will be promptly explored. At any time, the complainant may request to end the informal procedure to move to the formal complaint process.

Formal complaint process

An individual may file a formal complaint (verbally or in writing) under this policy. The complainant should provide the following information: a statement of the complaint that identifies the issue, provides pertinent facts, identifies those involved, and states what remedy is sought.

The Compliance Officer, or his/her designee ("Investigator") shall begin a formal investigation into a complaint within three (3) business days of receipt. The Investigator shall interview the complainant and any respondent as well as witnesses reasonably believed to have relevant information. The Investigator shall also consider relevant documents submitted by any person interviewed. The respondent may submit a written response to the complaint within seven (7) calendar days of being notified of the complaint.

At the conclusion of the investigation, the Compliance Officer shall submit the report of the investigator to the School Director along with recommendations as to whether and how this policy was violated and a proposed remedy for the situation.

The School Director (or his/her designee) shall review the Compliance Officer's report and issue a final decision, or, remand the matter back to the Investigator for further investigation. If remanded, the specific areas or issues to be investigated further shall be identified. Once the investigation is complete to the satisfaction of the School Director, he or she shall issue a final decision as to whether and how this policy was violated as well as any remedial corrective action that will be taken to redress the matter and prevent further violations. Any corrective action must be age-appropriate and timely. The decision of the School Director shall be final and shall be communicated to the complainant and respondent separately as directed by the School Director.