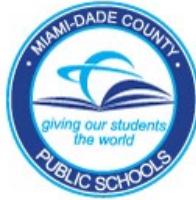




**THE  
ENGLISH  
CENTER**



**The English Center  
3501 SW 28<sup>th</sup> Street  
Miami, Florida 33133**

## **STUDENT GRIEVANCE POLICY FOR HANDLING COMPLAINTS**

**2025-2026**

**Yamila M. Carballo, Director  
Ana Varona, Associate Director  
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Manuel Ruiz, Assistant Director**

## **STUDENT GRIEVANCE POLICY FOR HANDLING COMPLAINTS**

### **PURPOSE**

This grievance procedure shall settle differences and issues relating to school policy equitably at the lowest administrative level possible. It does not apply to alleged discrimination relating to race, sex, disability, or other federally legislated civil rights. The proceedings shall be kept as informal and confidential as appropriate at all procedure levels.

### **DEFINITION**

An informal grievance is an alleged violation, misunderstanding, or misinterpretation of school policy by any student body member. Each grievance level shall be observed and used in proper order. Exceptions may be made in emergencies.

### **LEVEL ONE (INFORMATION PROCEDURES)**

The aggrieved person must first discuss their grievance with their immediate supervisor to resolve the matter informally. It is acknowledged that the teacher is the student's immediate supervisor. The aggrieved person and the supervisor shall confer on the grievance to arrive at a mutually satisfactory resolution of the complaint. If, as a result of the discussion between the complainant and the supervisor, the matter is not resolved to the satisfaction of the complainant, then the aggrieved shall set forth the grievance in writing to the Associate Director, including:

- a. The nature of the grievance within five (5) days
- b. The result of previous discussion
- c. Dissatisfaction with decisions previously rendered

The Associate Director or designee shall communicate the decision to the aggrieved in writing within three (3) school days of the written grievance.

### **LEVEL TWO (FORMAL PROCEDURES)**

Formal grievance procedures apply to students who believe they are victims of discrimination based on gender, race, color, religion, ethnic or national origin, political beliefs, marital status, age, sexual orientation, social and family background, linguistic preference, or disability.

These formal complaint procedures also apply to situations in which students believe themselves to be victims of harassment, including sexual harassment.

If the aggrieved student is not satisfied with the disposition of the grievance at level one, they may present their grievance to the director within five (5) school days. The Director and the aggrieved will meet, and the aggrieved may have mutually agreed-upon representation present.

The Director should decide within five (5) days after the meeting. A copy of the decision shall go to the aggrieved person and all others involved.

If the aggrieved person is not satisfied with the disposition of the grievance at level two, they may file the grievance in writing to:

**Administrative Director**  
**Office of Postsecondary Career and Technical Education**  
**School Operations**  
**Miami-Dade County Public Schools**  
**1450 N.E. 2nd Avenue**  
**Miami, Florida 33132**  
**Phone: 305-995-1000**

This must be done within five (5) school days after the decision from level two.

The English Center is accredited by the Commission of the Council on Occupation Education. Concerns that cannot be resolved with the school and/or district may be referred to:

**Commission of the Council on Occupational Education**  
**7840 Roswell Road, Building 300, Suite 325**  
**Atlanta, GA 30350**  
**Phone 1-800-917-2081**  
**Fax: 770-396-3790**  
**[www.council.org](http://www.council.org)**  
**Email: [kirk.nooks@council.org](mailto:kirk.nooks@council.org)**

The institution maintains all student complaints and evidence of resolution in a Student Complaint Records file kept in the Director's office.

This procedure is reviewed by the school administration annually, and revised as needed.