

**North County Charter School, Inc.**  
**POLICY ON UNRESOLVED STUDENT WELFARE COMPLAINTS**

**Adopted and Effective: November 15, 2023**

This is the Policy on Complaints Related to House Bill 1557 of North County Charter School, Inc. (the "School"). This policy is implemented to comply with the requirements of Rule 6A-6.0791, Florida Administrative Code, Section 1001.42(8), Florida Statutes, and other relevant laws.

**Types of Concerns Covered.** The “Parental Rights in Education” law, also known as House Bill 1557 (2022), sets forth specific procedures for complaints or disputes falling into those categories detailed in Section 1001.42(8)(c)1.-7, Florida Statutes, and on the “Parental Request for Appointment of a Special Magistrate” form published by the Florida Department of Education and available here: <https://www.fldoe.org/core/fileparse.php/7700/urlt/CSSM-16A-60791.pdf>

This includes any complaints or disputes related to the following:

- Concerns over procedures for notifying a student’s parent if there is a change in the student’s services or monitoring related to the student’s mental, emotional, or physical health or well-being and the school’s ability to provide a safe and supportive learning environment for the student.
- Concerns related to any school policies or procedures that are perceived to discourage or prohibit parental notification of and involvement in critical decisions affecting their student’s mental, emotional, or physical health or well-being.
- Concerns over classroom instruction related to sexual orientation or gender identity, which is prohibited in grades K-8 and must be age-appropriate for all other grades.
- Concerns over student support services training developed or provided to school personnel that is believed to be out of compliance with guidelines, standards, and frameworks established by the Department of Education.
- Concerns over parental notification at the beginning of the school year about healthcare services offered by the School, including the ability to opt-out or withhold consent for any such services.
- **[FOR GRADES K-3 ONLY]** Concerns over whether the School provided a well-being questionnaire or health screening form to the parent and sought their permission before it was administered to the student. This only applies to grades K-3.

**1. Complaint Procedures. Complaints must be made according to Rule 6A-6.0791.** Parents and guardians have the right to notify the Principal of any concerns related to the above areas. The Principal or their designee must provide a response to the parent within seven (7)

days of receiving the complaint. If the dispute cannot be resolved by the Principal or designee within seven (7) days, the parent may present the dispute to the School District. The School District must attempt to resolve the dispute within no more than thirty (30) days. If the School District is unable to resolve the dispute, a parent may request the appointment of a special magistrate utilizing the “Parental Request for Appointment of a Special Magistrate for Charter School Students” form linked above. For purposes of this policy, the term “days” means business days and excludes state, federal and school holidays.

**2. Incorporation of Policy.** This Policy shall be incorporated into the School’s Parent & Student Handbook to fully inform parents and be published on the School’s website.

**Board Secretary Certificate**

I hereby certify that the foregoing Policy on Complaints Related to House Bill 1557 was adopted by a majority vote of a quorum of the Governing Board of Directors at a duly noticed meeting held on November 15, 2023 .

\_\_\_\_\_  
Board Secretary  
      Maria Smith        
Printed Name

