



## Global Outreach Charter Academy InterCoastal

Tuition - Free Public School

13720 McCormick Rd, Jacksonville FL 32225

[icinfo@gocacademy.com](mailto:icinfo@gocacademy.com) | 904-650 2100 | [www.intercoastal.goca.us](http://www.intercoastal.goca.us)

### GRIEVANCE PROCEDURES FOR PARENTS/GUARDIANS

#### Step I

Governing board has appointed a representative to facilitate parental involvement, provide access to information, assist parents and others with questions and concerns, and resolve disputes. The representative's contact information is posted prominently on the charter school's website. The complaint must be presented to the appointed parent liaison of the school in writing or by email within 5 calendar days after the most recent incident upon which the complaint is based:

Parent Liaison  
13720 McCormick Rd  
Jacksonville, FL 32225  
[icinfo@gocacademy.com](mailto:icinfo@gocacademy.com)

#### Step II

The complaint shall be presented orally or in writing or by email to the principal within ten (10) calendar days after the most recent incident upon which the complaint is based. Email address: [icinfo@gocacademy.com](mailto:icinfo@gocacademy.com). Any witness or other evidence should be provided at this time. The Principal will conduct an investigation and render a written decision within ten (10) calendar days of the filing of the complaint.

#### Step III

A complainant dissatisfied with the decision of the principal may appeal to the Chief of Schools (COS) by filing a written or emailed complaint. The complaint should be mailed to: Chief Of Schools 1252 Fromage Way, Jacksonville FL 32225 or emailed to COS:

[jhemphill@gocacademy.com](mailto:jhemphill@gocacademy.com).

This request must be filed within ten (10) calendar days after the complainant receives the decision from the principal. The COS or Designee will render a written decision within ten (10) calendar days after the meeting.

#### Step IV

A complainant dissatisfied with the decision of the Chief Of School's or Designee may appeal to the Board of Directors by mailing a written complaint to: 1252 Fromage Way, Jacksonville FL 32225 or emailing the Board Chair at: [gocaboard@gocacademy.com](mailto:gocaboard@gocacademy.com). The appeal must be filed within ten (10) calendar days after the complainant receives the decision from the COS. The Board of Directors will act on the complaint at the next regularly scheduled Board meeting not less than seven (7) days thereafter.

\*Parent/Guardian, please follow provided steps in order listed in the policy to ensure that proper protocols and appropriate actions are taken during the process of presenting the complaint.

\*\*Complaints submitted without following proper protocols will be sent back to the appropriate party described in the steps above.