

Procedures for Parents to Notify Charter School of Concerns Relating to Parental Rights in Education

Special Magistrate for Unresolved Student Welfare Complaints

Step 1: Submit the written complaint to the principal.

1. The written complaint can be provided in a format chosen by the parent/guardian.
2. The written complaint must be delivered to the principal via e-mail, U.S. Mail, or hand delivery.
3. Upon receipt of the written complaint, the principal or designee will review the concerns and communicate with those involved.
4. Within seven (7) days (excluding state, federal, and school holidays) from receipt of the complaint, the principal or designee will meet with the parent/guardian, in-person or electronically, to attempt to resolve the complaint.
5. If no resolution can be reached at the school level, the parent may request that complaint be reviewed at the district level.

Step 2: Submit a Request to the School District

If a resolution cannot be reached at the charter school, the parent may notify Pasco County Schools, in writing, that the concern remains unresolved. A parent should use the [Parent Concern Link](#).

Upon receipt of the parent complaint, the school district will have thirty (30) days to resolve the dispute between the parent and the charter school. If the dispute cannot be resolved, the school district will provide all parties with a written notice of reasons that the dispute remains unresolved.

Step 3 – Submit a Request for a Special Magistrate

If a parental complaint involving certain unresolved student welfare complaints is not resolved by the charter school administrator within seven business days, or subsequently, a school district decision within 30 business days, the parent/guardian may submit a form to the Florida Department of Education requesting the appointment of a Special Magistrate. If the request is granted, a Special Magistrate would hold a hearing and provide a recommended decision to the State Board of Education on the dispute between a parent and the school district. The State Board of Education would either approve or reject the recommended decision within 30 business days. Additional information can be found at: <https://www.fldoe.org/schools/k-12-public-schools/special-magis.stml>