New Summit Charter Academy	Policies and Procedures
Policy Name:	NSCA Board Policy on Concerns and Complaints
Policy Number:	*KE-NSCA*
Original Date:	10/01/2026
Last Reviewed:	11/04/2026
Category:	School Relations
Author:	Compliance Officer
Approval:	NSCA Board of Directors

It is the intent of New Summit Charter Academy (NSCA) to foster open communication and a strong sense of partnership and community among NSCA families. NSCA welcomes constructive criticism whenever it is motivated by a sincere desire to improve the quality of the educational program or to equip the schools to do their tasks more effectively.

Public complaints made pursuant to this policy may involve school personnel or operations. Complaints concerning unlawful discrimination, instructional resources, or teaching methods shall be processed in accordance with applicable administrative policy, as listed in this policy's cross-references.

NSCA maintains an open-door policy concerning communication with parents, students, staff, and our community. Be sure to follow the proper line of contact to address an issue.

Step 1 - Start with the person closest to the issue: your child's teacher, the activity sponsor, or the staff member directly involved. Most concerns are resolved here. Expect a response within two school days.

Step 2 - Contact the Discipline Administrator for discipline or bullying concerns, or your child's School Counselor for mental-health concerns. Expect a response within three school days.

Step 3 - Assistant Principal.

Step 4 - Principal.

Step 5 - Executive Director. At each step, expect an acknowledgment within three school days and a written response within ten school days.

Step 6 - NSCA Board of Directors. Submit your concern in writing to the Board through the Board Secretary: Tara Jennings; tara.jennings@newsummitcharter.org. The Board addresses matters of policy and governance; it does not re-decide routine day-to-day operational matters.

Step 7 - Academy School District 20, as NSCA's charter authorizer. However, if the previous steps have not been taken, they ask that this occur first before contacting the district as our authorizer.

Formal complaints of discrimination or harassment, including complaints under Title IX, Title VI, Section 504, or C.R.S. 22-1-143, may be filed at any time with the designated person listed below and do not have to follow the steps in order. NSCA will acknowledge a formal complaint in writing within five school days, complete its investigation promptly, and provide a written outcome.

Approved

Retaliation against anyone who makes a report in good faith is prohibited and is itself a disciplinary violation.

1. Title IX Coordinator — James Ravetti, Director of Compliance/IT, 7899 Lexington Drive, Colorado Springs, CO 80920, james.ravetti@newsummitcharter.org, 719-749-4010
2. Section 504 Coordinator — Cortnie Wise, Counselor, 7899 Lexington Drive, Colorado Springs, CO 80920, cortnie.wise@newsummitcharter.org, 719-749-4010
3. Special Education Contact — Andrea Kidd, Special Education Coordinator, 7899 Lexington Drive, Colorado Springs, CO 80920, andrea.kidd@newsummitcharter.org, 719-749-4010
4. McKinney-Vento Homeless Liaison — Aubrey Ranson, Special Population Specialist, ASD20, 1110 Chapel Hills Dr, Colorado Springs, CO 80920, aubrey.ranson@asd20.org, 719-234-1362
5. Child Welfare Education Liaison (students in foster care) — Aubrey Ranson, Special Population Specialist, ASD20, Counselor, 1110 Chapel Hills Dr, Colorado Springs, CO 80920, aubrey.ranson@asd20.org, 719-234-1362
6. Designated person for harassment and discrimination reports (C.R.S. 22-1-143) — James Ravetti, Director of Compliance/IT, 7899 Lexington Drive, Colorado Springs, CO 80920, james.ravetti@newsummitcharter.org, 719-749-4010

CROSS REFS.:
AC, Nondiscrimination/Equal Opportunity
JKD/JKE, Suspension/Expulsion of Students
JRA/JRC, Student Records/Release of Information on Students
KEC, Public Concerns/Complaints about Instructional Resources

Revision History

Date	Revision Details	Revised By
10/01/2026	Creation	Compiance Officer
11/4/2026	Approved	Board, Executive Officer

Approved