

MANUAL OF POLICY

POLICY NUMBER: X-7 **Page 1 of 1**

POLICY TITLE: Complaints, Investigations and Dispute Resolution

LEGAL AUTHORITY: FLORIDA STATUTES 1002.33 and 1001.42
STATE BOARD OF EDUCATION RULES 6A-6.0790 and
6A-6.0791, FLORIDA ADMINISTRATIVE CODE

DATE OF LAST REVIEW: 7/21/2026

DATE OF BOARD ACTION: 7/21/2026

1. The purpose of this policy is to ensure that complaints related to sponsored charter schools are handled appropriately. This policy is also intended to address disputes between Miami Dade College (MDC) and sponsored charter schools. The intent of this policy is to ensure fairness, consistency, transparency, and timely resolution of concerns while protecting student and public interests and respecting charter school autonomy.

2. Florida Charter Institute (FCI) shall maintain a structured, documented, and impartial system to:

a. Receive and prioritize complaints related to sponsored charter schools. FCI shall establish and maintain designated channels for receipt of any complaints.

b. Conduct investigations when warranted, using consistent protocols and documentation standards. All investigations shall be consistent with applicable laws, charter contracts and MDC policies.

c. Ensure parental rights are protected in the event a parent files a complaint related to student welfare protections under Section 1001.42(8), Florida Statutes. FCI shall ensure charter school cooperation with the resolution process, document outcomes and coordinate responses to requests for appointment of a special magistrate in accordance with applicable law and rule.

d. Provide clear procedures for sponsor–charter dispute resolution, including mediation when appropriate.

3. Procedures. The Executive Director of the Florida Charter Institute is responsible for and authorized to adopt procedures necessary for implementing this policy.



July 21, 2026

CHAIRMAN

DATE