

Grievance/ Complaint Policy

Formal Grievance/Complaint Procedures

In the event of a dispute involving a family or student, and after a good faith effort with the person or people involved to thoroughly resolve the dispute, parents and/or students may submit their complaint following the procedures outlined below. The good faith effort will include problem identification, possible solutions, selection of resolution, timeline for implementation, and follow-up. A written summary of the good faith effort will be included in the student's. Failure to follow the procedures and timelines below constitutes a waiver of the parent or student's right to grieve.

Grievance Filing Process

1. The parent or student may submit his/her grievance in writing to the Principal within five days of a failed good faith effort to resolve the dispute.
2. Within ten working days of receipt of the written complaint, the Principal will schedule a hearing at a mutually convenient time and place for discussion of the complaint with all parties involved, but in no event later than 20 days after receipt of the written complaint and after notification to the parent and/or student.
3. A decision as established by a majority vote of the members of the committee hearing the grievance shall be rendered within five working days of the completion of the hearing. Any such proceedings shall be conducted in closed session, unless requested otherwise by the parent or student. In the event that additional information, investigation, or hearings are necessary after the initial hearing, the hearing may be continued and the final decision shall be made within five working days of the last committee hearing, or as soon thereafter as is practicable. Any additional proceedings shall be completed as soon as practical.
4. The decision of the committee shall be final unless appealed by the parent or student to the Board of Directors, which may refer it to a board committee and review and modify the decision of the committee if it finds that the Committee failed to properly follow the grievance process described above. A request for an appeal may be submitted to the Chair of the Board within five days of the decision of the committee. After receiving an appeal request, the Chair shall schedule a meeting to consider such an appeal at soon as practical. Board members who are interested parties, as defined in the Bylaws, shall excuse themselves from reviews of Student/Family Committee decisions to the extent permitted under law. Any such proceedings shall be conducted in closed session, unless requested otherwise by the parent and/or student.