



## GRIEVANCE POLICY

### **PARENT/GUARDIAN GUIDELINES**

1. Disagreements should be resolved whenever possible amongst the people most closely involved while preserving positive relationships.
2. Grievances shall be kept confidential to the extent permitted by law.
3. Because a grievance may reach Level Three as discussed below, and members of the Board must maintain impartiality, communication concerning with Board members and the aggrieved person or parties of interest is strongly discouraged.
4. If a student has a grievance, the student should first discuss it with a parent; if the parent believes that the complaint has merit, it becomes a parent grievance and this policy applies.
5. For classroom issues, the parent/guardian shall attempt Level One and Level Two resolution prior to appealing to Level Three. For issues surrounding school-wide policies and procedures, the parent/guardian shall attempt Level Two resolution prior to appealing to Level Three.
6. When seeking to meet with teachers or administrators, the parent/guardian should request a meeting time that will not interfere with regularly scheduled classes or school-related activities.
7. Failure at any step of this procedure to appeal the grievance to the next step within the specified time limits shall be deemed to be acceptance of the decision rendered.
8. Decisions rendered by the Board of Directors, or its designee, shall be considered final.

### **Level One Resolution**

The aggrieved parent/guardian shall attempt to resolve the issue informally by speaking with the person(s) most closely involved. For example, if the complaint involves a classroom issue, the parent/guardian should seek to resolve the issue with the classroom teacher or teacher assistant as is appropriate.

### **Level Two Resolution**

If a resolution with the classroom faculty is not possible, or if the complaint is with a school-wide policy or procedure, the aggrieved parent/guardian shall seek to resolve the issue with the Assistant Principal or the Principal.

### **Level Three Resolution**

If a parent/guardian has attempted Level Two resolution and remains aggrieved, the parent/guardian may submit a complaint in writing to the Secretary of the Board of Directors at the email address posted for the Secretary on the ICS website within 30 calendar days of the determination by the Principal at Level Two. A written decision will be issued by the Chairman of the Board or his/her designee. In his or her discretion, the Chairman of the Board or his/her designee may

decide to bring the grievance to the Executive Committee or the full Board for review. This review will be in executive session if permitted by law. Any Executive Committee and/or Board Member who feels that he/she has independent knowledge of or information about the grievance that would prevent him/her from rendering an impartial decision will recuse him/herself as appropriate.

The Board generally will not address the following types of complaints:

- A complaint based on hearsay or made on behalf of another parent or family if in the Board's discretion it believes the parent/guardian's child is not actually involved in or impacted by the situation.
- A complaint if a resolution with the appropriate individual(s) via Level One and/or Level Two resolution has not yet been attempted in good faith.
- A complaint that is made anonymously.
- Specific complaints about the performance of individual school employees. Such complaints should also not be brought in the public comment section at a public meeting. Parents raising such issues will be asked to bring the matter to the Principal or to the Board Secretary if the complaint involves the Principal.

The Board will make every reasonable effort to act upon the grievance, as indicated above, within thirty (30) calendar days of the initial receipt of the grievance. If the grievance is addressed at a meeting of the Executive Committee or the full Board, every reasonable effort will be made to provide a written decision to the aggrieved person within ten (10) business days of the meeting. The Board's decision shall be final and binding.

*The Board retains sole discretion to update or revise this policy at any time per Board vote.*



\*This Grievance Policy is not designed to supersede or supplement state/federal law nor parent rights under The Individuals with Disabilities Education Improvement Act of 2004 and the Family Educational Rights and Privacy Act (FERPA) as amended, 1996.

### **STAFF GUIDELINES**

1. This policy does not apply to complaints regarding performance evaluations, demotions, suspensions, employee reprimands, non-renewals, or terminations. Employees may discuss these issues directly with their evaluator or the Principal.
2. The proceedings shall be kept as informal as may be appropriate at any level of the procedure. All parties shall cooperate and act in good faith to resolve grievances.
3. Proceedings shall be kept confidential to the extent permitted by law.
4. Because a grievance may reach Level Three, and members of the Board must maintain impartiality, communication concerning a grievance between Board members and the aggrieved person or parties of interest is strongly discouraged.
5. Failure at any step of this procedure to appeal the grievance to the next step within the specified time limits shall be deemed to be acceptance of the decision rendered.
6. Decisions rendered by the Board of Directors, or its designee, shall be considered final.

### **Level One Resolution**

The aggrieved person shall attempt to discuss the grievance with the person against whom the claim is made and attempt to resolve the claim as soon as practical.

### **Level Two Resolution**

If the aggrieved person is not satisfied with the disposition of the grievance at Level One, s/he may make a good faith effort to resolve the conflict by contacting the administrator that has responsibility for that area, within 30 calendar days of the alleged act or condition on which the grievance is based, to discuss the issue. The good faith effort will consist of problem identification, possible solutions, selection of resolution/solution, process for implementation of resolution, and a follow-up meeting to assure that resolution has taken place. The administrator will take action as necessary to attempt to resolve the grievance, document the process, and make note in personnel files as appropriate.

If a complaint involves the administrator with responsibility for the particular area (to whom the grievance would otherwise be brought, the aggrieved person may proceed to Level Three. If a complaint involves the Principal, the aggrieved person may proceed to Level Four.

### **Level Three Resolution**

If the issue cannot be resolved with the administrator for that area, the aggrieved person shall have 10 days from the administrator's action to bring the issue to the Principal for subsequent attempted resolution.

*The Board retains sole discretion to update or revise this policy at any time per Board vote.*



### **Level Four Resolution**

In the event the complaint is not resolved through the applicable steps above, the aggrieved person may submit the grievance in writing to the Board's Secretary at the email address posted for the Secretary on the ICS website within 30 days of the prior decision. Generally, the Board will not address a grievance where resolution has not been exhausted through the teachers and/or the school leaders. A written decision will be issued by the Chairman of the Board or his/her designee. In his or her discretion, the Chairman of the Board or his/her designee may decide to bring the grievance to the Executive Committee or the full Board for review. This review will be in executive session if permitted by law. Any Executive Committee and/or Board Member who feels that he/she has independent knowledge of or information about the grievance that would prevent him/her from rendering an impartial decision will recuse him/herself as appropriate.

The Board will make every reasonable effort to act upon the grievance, as indicated above, within thirty (30) calendar days of the initial receipt of the grievance. If the grievance is addressed at a meeting of the Executive Committee or the full Board, every reasonable effort will be made to provide a written decision to the aggrieved person within ten (10) business days of the meeting. The Board's decision shall be final and binding.

\*The intent of this policy is to foster an environment that welcomes and encourages the ability of an individual of the ICS community to bring forward a grievance that can be addressed at the school level. Retaliation of any kind for reporting a grievance in good faith will not be tolerated. Disciplinary action will be taken to protect individual(s) from retaliatory acts.

*The Board retains sole discretion to update or revise this policy at any time per Board vote.*