

## **CSCA Grievance Policy and Procedure**

The philosophy of CSCA is to resolve grievances with dialogue. The purpose of this policy is to establish a process for resolving public complaints when earnest dialogue alone is insufficient. Via this procedure, parents or other interested parties may raise grievances with school officials and see that such grievances are resolved promptly and equitably. This policy is not intended to replace informal discussion and resolution of grievances.

This policy applies to parents and other interested parties. Faculty and staff of CSCA should adhere to the Grievance Solving Procedure set forth in the employee handbook.

### ***Complaints related to internal administrative practice or educational issues***

The Aggrieved Party should first raise the grievance with the lowest-level interested member of the faculty or staff and seek to resolve the issue. The faculty or staff member may involve other, higher-level members of the school staff.

Only after the problem persists and cannot be solved at the CSCA staff level may the Aggrieved Party appeal to the Head of School. The Aggrieved Party may put the grievance in writing for clearer communication with the Head of School, but is not obligated to do so.

During the academic year, the Head of School shall resolve the grievance within five (5) working days unless the interested parties agree to extend the resolution process. During the summer recess, the Head of School shall have a reasonable time to resolve the issue, but should not exceed twenty (20) working days. If the Head of School successfully resolves the grievance, she must submit a written report of the resolution to all interested parties.

If the grievance is not satisfactorily resolved by the Head of School within a timely fashion, the Aggrieved Party may submit the grievance to the President of the Board for mediation before filing the grievance with the full board.

If the grievance is not satisfactorily resolved by the Head of School or resolved within the time frame established, an Aggrieved Party may forward the grievance to the Secretary of the Board of Directors who shall place the matter on the next regularly scheduled meeting of the Board. At this point the grievance must be written, and should contain as much pertinent information as possible to enable identification and resolution of the grievance. If more than one Aggrieved Party is involved, all parties should sign and date the written grievance. During this next board meeting the Aggrieved Party, if currently a parent or guardian of an enrolled student, will have the opportunity for comment and presentation of evidence. The Board may render a decision and resolution, or may choose to investigate the grievance further. If further investigation is necessary, the board will allocate reasonable time and resources to resolve the matter and send a written response to the Aggrieved Party within a reasonable time period not to exceed sixty (60) days.

If the Aggrieved Party is not satisfied with the Board's resolution or the Board does not timely address the grievance, the party may submit the grievance to the Charter School Institute.

### ***Complaints related to board policy and charter compliance***

The Board will address grievances related to alleged violations of board policy or charter compliance, as well as appeals of unresolved issues regarding administrative practices or educational issues. Aggrieved Parties may also raise to the Board a grievance related to alleged violations of charter school laws and regulations, or federal and state laws and regulations. Alternatively, such grievances may be initiated at the higher levels named in the sections below.

Any complaint directed to the Board must be submitted to the Board President or Secretary in writing with a detailed explanation of the problem and description of steps taken to date to resolve the issue. Written responses from any CSCA staff involved in the issue also must be provided to the Board.

When school is in session, the President of the Board or appointee shall resolve the grievance within five (5) working days unless the interested parties agree to extend the resolution process. In this time the Board representative will interview the complainant and all involved parties and report the problem at the next Board meeting. During any school recess, the President of the Board shall have a reasonable time to resolve the issue, but should not exceed twenty (20) working days. If the President of the Board or appointee successfully resolves the grievance, he must submit a written report of the resolution to all interested parties.

If the problem remains unresolved, then during the next board meeting, where the problem is reported, the Aggrieved Party, if currently a parent or guardian of an enrolled student, will have the opportunity for comment and presentation of evidence. The Board may render a decision and resolution, or may choose to investigate the grievance further. If further investigation is necessary, the board will allocate reasonable time and resources to resolve the matter and send a written response to the Aggrieved Party within a reasonable time period not to exceed sixty (60) days.

If the Aggrieved Party is not satisfied with the Board's resolution, the party may appeal the grievance to the Charter School Institute.

### ***Complaints related to charter school laws and regulations***

An Aggrieved Party has the right to file a complaint directly with the Colorado Charter School Institute if the party believes that Colorado Springs Charter Academy has violated any provision of charter school law or regulations. As with all complaints, the Aggrieved

Party should first raise the grievance directly with the CSCA Board as indicated above; however, such prior contact is not mandatory.

The Charter School Institute will then comply with its own policies regarding how it will respond to the complainant, and will determine internally whether it will conduct any investigation to ensure that CSCA is in compliance with charter school law and regulations.

If the Charter School Institute fails to address the complaint to the Aggrieved Party's satisfaction, the party may submit the complaint to the Colorado State Board of Education.

***Complaints related to federal and state laws and regulations***

If the complaint involves an alleged violation of federal or state law or regulation other than charter school law and regulation, the party may file a complaint directly with the State Board of Education.

In all cases, the State Board of Education's response shall constitute the final resolution of the grievance.