



## **ARS EMPLOYEE/STUDENT/PARENT/COMMUNITY GRIEVANCE POLICY AND PROCEDURES**

### **POLICY**

The American Renaissance School (ARS) is interested in achieving and fostering student/parent/employee and community satisfaction. The following procedures were developed to ensure that the employee/student/parent/community grievances are addressed fairly by the appropriate persons in a timely manner. ARS prohibits discrimination against anyone on the basis of race, creed, color, gender, national origin, religion or ancestry. ARS Administration and the Board of Directors understand that a grievance issue may be sensitive and will take reasonable steps to maintain confidentiality, but may need to disclose information related to the grievance to fully investigate the issue. Further, there may be circumstances when the determination and/or any corrective action taken is confidential and cannot be disclosed. In such circumstances, any notice described below and submitted to the person(s) bringing the grievance may be limited to "investigation and determination has been completed to the extent applicable corrective action has been taken."

### **EMPLOYEE GRIEVANCE PROCEDURE**

The employee (teachers and staff) shall prepare and submit a written grievance (using the attached form) to address concerns or grievances with their immediate Supervisor. The Supervisor shall investigate and respond to the concern or grievance within ten (10) school days.

If satisfactory resolution is not realized after a scheduled, direct conversation/meeting with the conflicted parties and the Supervisor, the situation may be brought to the attention of the Executive Director within ten (10) school days of the initially scheduled meeting. The Executive Director and the conflicted parties will address the grievance, facilitate communication, and develop a plan for resolution of the grievance. The Executive Director will monitor the process until resolution is realized or until an impasse is reached.

If the grievance is regarding the Supervisor, the Executive Director will facilitate the grievance process. If the grievance is regarding the Executive Director or the Executive Director and the Supervisor, the Chair of the Board of Directors will facilitate the grievance process.

If the initial grievance is not responded to within ten (10) school days, the grievant can request that the grievance be addressed directly to the next administrative level, as described above, to investigate, formulate a response, and communicate that response to the employee.

### **STUDENT/PARENT/COMMUNITY GRIEVANCE PROCEDURE**

Grievance Policy

Approved by ARS Board of Directors

April 5, 2017

The student/parent/community will prepare and submit a written grievance (using the attached form) to address any concern or grievance initially with the student's teacher. The teacher will respond within ten (10) school days. If the concern or grievance is not resolved by the initial discussion with the teacher within ten (10) days, the student/parent/community may request a meeting with the appropriate School Administrator. The Administrator shall investigate and respond within ten (10) school days.

If the grievance is not resolved by the discussion with the appropriate School Administrator, the student/parent/community may, within ten (10) school days, request a review with the Chair of the Board of Directors. On the election of the Chair, the grievant may be invited to present the grievance before the Board of Directors. The Board of Directors shall investigate and respond to the student/parent/community within ten (10) days after the review. The Board's decision shall be accomplished by a simple majority vote, and shall be final.

### **EXPEDITED GRIEVANCE PROCEDURE**

For matters of urgency/time sensitivity (i.e., safety, discrimination, or lack of response within established time limits), the grievant may request the Board of Directors to review the grievance and submit a written grievance (using the attached form). The Chair of the Board of Directors will determine if the criteria for an expedited grievance has been met based on the facts submitted. If so determined, the Board of Directors shall investigate and respond to the student/parent/community within ten (10) days after the review. The Board's decision shall be accomplished by a simple majority vote, and shall be final.

### **WRITTEN GRIEVANCE REQUIREMENT**

In all situations, the grievant must submit a prepared Grievance Form (see attachment) that addresses the following information. Failure to use the Grievance Form or provide the requested information shall result in a waiver of the grievance.

- Name of Grievant, along with contact information
- Description of the incident, decision or practice that gave rise to the grievance
- Cite the policy or procedure that has been violated, and/or rationale for the grievance
- Describe what conflict resolution strategies were attempted
- Explain what correction action is being requested

With each subsequent step of the grievance process, a copy of the completed original Grievance Form will be submitted, adding any steps that have been attempted to resolve the grievance.

**GRIEVANCE FORM**

**Check appropriate category:**

- Student                       Parent                       Employee                       Community
- Expedited Grievance Request: Safety \_\_\_\_; Discrimination \_\_\_\_; Other \_\_\_\_ (please describe)

**Name:** \_\_\_\_\_

**Phone number and email:** \_\_\_\_\_

**Brief description** of grievance, including witnesses, decision or practice that was violated and any other information pertinent to the grievance (attach additional paper), if needed:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Requested Resolution:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Expedited Grievances:** Did you follow the Grievance Policy and meet/talk with the person you have the grievance with? Yes/No

Please list the steps you have taken prior to requesting an Expedited Review by the Board of Directors.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**I certify that the information I have provided in this grievance is true, correct and complete to the best of my knowledge and belief.**

**Grievant:** \_\_\_\_\_ **Date:** \_\_\_\_\_