



UTOPIAN
ACADEMY FOR THE ARTS
CHARTER SCHOOL NETWORK

GRIEVANCE PROCEDURES

I. PURPOSE

When a parent or student has a complaint or grievance about a matter of school policy or procedure, the following procedures are to be followed to resolve the conflict. The purpose of this policy is to secure, at the lowest possible administrative level, equitable solutions to complaints that may arise. The Board shall have the discretion to elevate a grievance directly to Level III, if appropriate or necessary. The Board may also send any complaint back down to Level I or Level II to follow the proper process if the initial complaint was filed with the Board.

II. GRIEVANCES

1. Definitions

Grievance – A complaint from a parent or student must include the following:

- (1) Set forth the allegation that there has been a violation of any policy, accepted practices, or state or federal law;
- (2) specifically identify the policy, practice, or statute violated;
- (3) provide all relevant details and involved parties known to the grievant at the time of filing; and
- (4) identify the requested relief

Grievant – Any individual or group of individuals aggrieved by a decision or condition falling under policy, accepted practices, or state or federal law.

2. Procedures

Level I

Any individual alleging a grievance is encouraged to resolve the problem, if possible, through an informal discussion with the person or persons suspected of violation, beginning at the earliest level of organizational structure. For example, parents and guardians should discuss classroom concerns first with classroom teachers. When school officials hear complaints or receive formal grievances, they should first make sure that grievant or potential grievant have first attempted in good faith to resolve problems directly with involved persons; however, **a student's parent or guardian may never approach another student for these purposes.** Upon receipt of an informal complaint,

the principal or immediate supervisor shall initiate action to resolve the issue within five (5) working days.

Level II

If the response in Level I does not resolve the problem, the grievant may, within ten (10) working days after the informal complaint decision has been rendered, file the complaint in writing with the principal to initiate Level II. The principal shall investigate the complaint within fifteen (15) working days of the grievance filing date. The principal shall decide who will conduct the investigation based on the nature of the complaint and the individuals involved.

Within five (5) working days of completing the investigation, the principal shall decide and issue a written report setting forth the principal's findings and recommendations for the resolution of the grievance.

If no written report is issued within the time limits set forth, or if the grievant rejects the recommendations of the principal, the grievant shall have the right to appeal to the Board for review of the grievance.

Level III

A written request for the Board's review of the grievance must be submitted to the Board Chairperson within ten (10) days of the date of the principal's report or the expiration of the time limits set forth in Level II. The request shall include the nature of the complaint, the reason(s) for the appeal and the requested outcome.

The Board shall review the grievance and the report of the investigation and may hold a hearing. The grievant may be accompanied by a representative of grievant choice. The Board may affirm the principal's recommendations, amend the recommendations, or affirm the recommendations in part and amend in part.

The Board's written decision shall be issued within 30 working days of receipt of the grievant written appeal.

If no written decision is issued within the time limit set forth or if the grievant shall reject the decision of the Board, the grievant shall be free to pursue such statutory or administrative remedies as the law may provide.

III. MISCELLANEOUS PROVISIONS

If either party in a grievance wishes to change the timeline set forth in this policy, the party will request the modification(s) from the other party and both parties will be required to agree to the modification(s), in writing.

No person shall suffer recrimination or discrimination because of participation in this grievance procedure. Confidentiality will be observed pending resolution of the grievance. Utopian Academy for the Arts does not discriminate on the basis of race, color, national origin, sex, disability, or age in its programs and activities.

