



GRIEVANCE POLICY

PARENT/GUARDIAN GUIDELINES

Parent complaints will be addressed in a timely and consistent fashion. Disagreements should be resolved whenever possible amongst the people most closely involved while preserving positive relationships. Therefore, when parents have complaints or disagreements with any parties at International Community School (“ICS”), they should observe the following guidelines:

- **Classroom Issue:** If the complaint involves a situation in the classroom, parents should seek to resolve the issue with the classroom teacher or teacher assistant as is appropriate. 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.
 - If a resolution with the classroom faculty is not possible, or if the complaint is with a school-wide policy or procedure, the parent should seek to resolve the issue with the Principal or the Assistant Principal.
 - If a resolution is not possible with any of the parties above, parents may submit complaints in writing or sign up to address the Board of Directors at a regularly scheduled meeting.
- **Complaints to the ICS Board of Directors:** Parents should follow the outlined procedure below to properly bring a complaint to the ICS Board (“Board”):
 - Complaints should be made in writing to the Secretary of the Board. This allows all parties involved to work from a consistent body of information.
 - The Board, in general, will not to address a complaint based on hearsay or made on behalf of another parent or family. The Board of Directors, in general, will not address a complaint if a resolution with the appropriate individual(s) has not yet been attempted in good faith.
 - The Board will not address a complaint that is made anonymously.
 - The Board, in general, will not address specific complaints about the performance of individual school employees. If such a complaint is brought in the public comment section at a public meeting, that parent will be asked to refrain from public comment and bring the matter to the Principal or to the Board secretary who has agreed to be a liaison for resolution of the grievance.
- If the complaint concerns actions taken by the Principal that may constitute a violation of any law or school policy (this may include a failure to address behavior of an employee that violates either the law or school policy), then the issue should be brought to the attention of the Board. The Board Secretary will bring the grievance to the Executive Committee (chair, vice chair, treasurer, and secretary) who will decide either a) to respond in writing or b) schedule an oral hearing during an executive session of a meeting of the full Board. If the decision to have an oral hearing of the full board is made, the Board Secretary will facilitate setting up a hearing before the full board where both sides may be heard. Care should be taken that other Board members are not contacted by either side in the dispute. The Board Secretary will recuse him or herself at the actual hearing due to prior knowledge of the complaint. The Board will act upon the grievance in writing or by calling an oral hearing within thirty (30) calendar days of the initial receipt of the grievance. If an oral hearing is called, the board will provide a written decision to the aggrieved person within ten (10) business days of Board action. The Board’s decision shall be final and binding.



*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. 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.
2. Proceedings shall be kept confidential.
3. Grievances shall not be discussed except as provided in each step of the grievance procedure. Because any grievance may reach Level Three as reflected hereafter, members of the Board must maintain impartiality. For this reason, communication concerning the grievance between Board members and the aggrieved person or parties of interest is strongly discouraged.
4. Nothing herein contained will be construed to limit the right of the aggrieved person to appeal the matter to a higher level as outlined in the grievance procedure.
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. A grievance claim at Level Two and Three shall be presented within thirty (30) calendar days of the alleged act or condition on which the grievance is based.
7. If a grievance is in response to a negative performance evaluation, a timely written objection may be attached to the evaluation and kept in the employee's personnel file.

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 will make a good faith effort to resolve the conflict by discussing the issues with the Administrator that has responsibility for that area. If the issue cannot be resolved with the administrator for that area it should be brought to the Principal for subsequent attempted resolution before proceeding to Level Three.

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. The aggrieved person will have thirty (30) calendar days after the Administrator's action to appeal the resolution of the grievance negotiated in Level Two, to Level Three of this procedure. In the event the complaint involves the Principal, the aggrieved person may request a hearing before the Board of Directors, in executive session, by making a request to the Board Secretary as outlined in Section I, numbers 1-6 of this policy, and following the steps outlined in Level Three of this policy.



Level Three Resolution

In the event the complaint is not resolved at Level Two, the aggrieved person may submit the grievance in writing to the Board's Secretary. Generally, the Board will not address a grievance where resolution has not been exhausted through the teachers and/or the school leaders. The executive committee (chair, co-chair, treasurer, and secretary) will review all written grievances and make a decision to either a) respond in writing to the grievance or b) schedule an oral hearing during an executive session of a meeting of the full board.

Should the Board decide to schedule an oral hearing, the Board Secretary will be responsible for notifying all of the parties in interest of the need for a hearing. The Board Secretary will be recused from participating with the Board in deliberations/decision making in the case due to his or her necessary contact with the parties in interest prior to the hearing. The Board will act upon the grievance in writing or by calling an oral hearing within thirty (30) calendar days of the initial receipt of the grievance. If an oral hearing is called, the board will provide a written decision to the aggrieved person within ten (10) business days of Board action. The Board's decision shall be final and binding.

In the event that either party in interest is dissatisfied with the decision rendered during the process outlined in Level Three of this policy, such party may pursue the grievance through the legal system.

*This 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.