

Discovery Charter School

Board Policy: BP#150422.5
Approved: April 22, 2015
Title: Uniform Complaint Policy

PURPOSE

The purpose of this policy is to provide guidelines and directions for the resolution of grievances. In this regard, the objective is to perpetuate a climate of collegiality, mutual trust and respect by resolving differences in a timely, objective and equitable manner. Most conflicts can be resolved without implementing the procedures outlined in this policy, but when these informal attempts at resolution are unsuccessful, this policy should be enacted.

DEFINITION

A grievance is a significant feeling of dissatisfaction or injustice in connection as a parent, teacher or volunteer that is brought to the attention of the Director or Executive Director, or if the grievance is with the Executive Director, directly with the Board of Directors.

SCOPE

This procedure deals with grievances that are not covered by other school policies or practices, such as the Teachers Handbook or the California Education Code. Conflicts are often interpersonal in nature and usually fall into one of the following categories:

- Parent conflicts with another parent, a teacher, a student, or a staff member
- Teacher conflicts with: another teacher, a parent, a student or a staff member
- Student conflicts with: another student, a parent, a teacher, or a staff member
- Staff member conflicts with: another staff member, a parent, or a teacher

Note that grievances involving established school policy are routinely referred to and handled by the Director or Executive Director. This Grievance Policy is intended to apply to situations that are not to be addressed pursuant to other established policies.

In cases where it is unclear whether this grievance policy should apply or another policy should apply, the Director or Executive Director shall make the determination, unless the grievance is with the Director, in which case it shall be referred to the Executive Director, or the grievance is with the Executive Director, in which case it will be referred to the Board of Directors.

BACKGROUND

Disagreement may arise in any community; such differences are an inevitable consequence of human interaction. In a majority of these situations, the parties involved resolve the problems. This procedure is designed to assist in the resolution of disagreements in those instances where the parties are unable to settle their differences.

RESPONSIBILITY FOR GRIEVANCE PROCEDURE

The Board of Directors ultimately is responsible for ensuring that the process for resolution of grievances is followed. Individuals with grievances should proceed through the grievance process starting with Level 1 and without skipping a level, unless approved by the Director or Executive Director. However, if the grievance is with the Executive Director the matter may be taken directly to the Discovery Board of Directors (Level 4).

PROCESS

All levels of grievance resolution shall be documented.

Level 1: Direct Resolution

The administrative resolution process begins with a meeting between the parties involved with the Director or Executive Director in attendance, serving only as the facilitator of the process.

Level 2: Administrative Resolution

At least one of the involved parties must request administrative resolution in writing and state explicitly that it is being requested under the grievance policy. The Director or Executive Director facilitates the meeting between the involved parties and may propose solutions. In event that consensus is not reached on a proposed solution, the Director or Executive Director may issue a directive in order to resolve the matter.

Level 3: Mediated Resolution

The mediated resolution process consists of a meeting or meetings between the parties involved with a neutral third party in attendance. At least one of the involved parties must request Mediated Resolution in writing and state explicitly that it is being requested under Level 3 of the Discovery Grievance Policy. A member of the school community may serve as mediator with the approval of all parties involved.

Level 4: Board Mediation

Complaints directed to the Board must be made in writing to the Board President, and must specify the individual(s) involved, details of incidents giving rise to the complaint (dates, approximate times), efforts taken to resolve the problem, and the requested solution. The Board will hear from all the involved parties either separately or together, at their discretion, at the next regular Board meeting and may take whatever action they deem appropriate. The Board may decide to refer the parties back to a lower level of resolution, or work with the Director or Executive Director on a resolution of the issue that may include directives issued by the Director or Executive Director.