

1.006 Parent/Student Grievances

Ascend Leadership Academy encourages parents and staff members to communicate any grievances they have with the appropriate school leader. Ascend Leadership Academy encourages parents to contact the involved staff members and set up a meeting to discuss the grievance informally before following the procedure outlined in this policy.

A grievance is defined as a formal, written claim by a student and/or parent alleging that a specific decision made by a school employee has adversely affected the person making the complaint. A grievance may include, but is not limited to, allegations of the following:

- that there has been a violation, misapplication or misinterpretation of state or federal law or regulations, Board policy, or administrative procedure; or
- that a decision made and/or action taken by a Board employee is unfair, discriminatory, or otherwise not in a student's best interest.

The purpose of this Grievance Procedure is to secure, at the lowest possible level, equitable solutions of the problems which arise to affect differences between parents and/or students and employees.

If the grievance cannot be resolved by the parties directly through informal communication, Ascend Leadership Academy will follow the procedures outlined below. Failure of a student to comply with timelines listed below will result in denial of the grievance or appeal. Failure of the school administration to comply with these timelines will result in automatic right of appeal to the next level.

Step 1: The parent or staff member shall communicate their grievance with the Managing Director in writing within five days of the incident. This could include an email or formal letter where the individual bringing the grievance describes the nature of the injustice. The Managing Director will return communication with the person filing the grievance within 48 hours. This communication will include information about how the situation has been resolved or to set up a conference with the individual bringing the grievance. If the grievance involves the Managing Director, the written grievance shall be directed to the Board chairperson and continue through the same process outlined. (The Board Chairman will retain the duties of the Managing Director under this scenario) The Managing Director will conduct an investigation within 10 days of receiving the grievance in writing.

Step 2: If the grievance is not resolved through communication with the Managing Director a conference will be scheduled with the person filing the grievance, the individual accused of wrongdoing, and administration. The administrator will serve as a mediator and allow both parties to share their perspective. Within five days of the conference, the Managing Director will provide both parties with a decision based on the information gathered. If either party disagrees with the Managing Director's decision they will have the opportunity to appeal directly to the Board of Directors.

Step 3: The party requesting an appeal will make a written appeal within 7 days of the Managing Directors decision to the Board of Directors describing the nature of the grievance. The

Managing Director will provide objective data that was discovered during their investigation. The Board of Directors will schedule a hearing 14 days from receiving the written appeal request. The appeal hearing will require at least 3 board members and all parties involved will have the opportunity to state their case. After hearing the various testimonies, the panel members will discuss the matter in a closed session and come to a decision. The Board may confirm, overturn, or modify the Managing Director's decision. Within 30 days of the hearing, the board members will communicate their decision with the party filing the appeal.

The decision of the Board will be final and is the last step for all grievances.

1.007 Employee Grievances

Ascend Leadership Academy encourages parents and staff members to communicate any grievances they have with the appropriate school leader. Ascend Leadership Academy encourages employees to contact their supervisor and set up a meeting to discuss the grievance informally before following the procedure outlined in this policy. These grievance proceedings shall be kept as informal and confidential as possible at all levels of the procedure.

A grievance is defined as a formal, written claim by an employee or employee group alleging that a specific decision made by another employee has adversely affected the person making the complaint. A grievance may include, but is not limited to, allegations of the following:

- that there has been a violation, misapplication or misinterpretation of state or federal law or regulations, Board policy, or administrative procedure; or
- that an employee's employment status or the terms or conditions of his/her employment have been adversely affected; or
- that there exists a physical condition which jeopardizes an employee's health or safety or which interferes with his/her ability to discharge his/her responsibilities properly and effectively.

The purpose of this Grievance Procedure is to secure, at the lowest possible level, equitable solutions of the problems which arise to affect differences between employees.

If the grievance cannot be resolved by the parties directly through informal communication, Ascend Leadership Academy will follow the procedures outlined below. Failure of an employee to comply with timelines listed below will result in denial of the grievance or appeal. Failure of the school administration to comply with these timelines will result in automatic right of appeal to the next level. The Board prohibits retaliation against an employee who files a grievance under this policy.

Step 1: The Employee shall communicate their grievance with the Managing Director in writing within five days of the incident. This could include an email or formal letter where the individual bringing the grievance describes the nature of the injustice. The Managing Director will return communication with the person filing the grievance within 48 hours. This communication will include information about how the situation has been resolved or to set up a conference with the individual bringing the grievance. If the grievance involves the Managing Director, the written

grievance shall be directed to the Board chairperson and continue through the same process outlined. (The Board Chairman will retain the duties of the Managing Director under this scenario). The Managing Director will conduct an investigation within 10 days of receiving the grievance in writing.

Step 2: If the grievance is not resolved through communication with the Managing Director, separate conference will be scheduled with the person filing the grievance, the individual accused of wrongdoing, and administration. The administrator will serve as a mediator and allow both parties to share their perspective. Within five days of the conference, the Managing Director will provide both parties with a decision based on the information gathered. If either party disagrees with the Managing Director's decision they will have the opportunity to appeal directly to the Board of Directors.

Step 3: The party requesting an appeal will make a written appeal within 7 days of the Managing Directors decision to the Board of Directors describing the nature of the grievance. The Managing Director will provide objective data that was discovered during their investigation. The Board of Directors will schedule a hearing 14 days from receiving the written appeal request. The appeal hearing will require at least 3 board members and all parties involved will have the opportunity to state their case. After hearing the various testimonies, the panel members will discuss the matter in a closed session and come to a decision. The Board may confirm, overturn, or modify the Managing Director's decision. Within 30 days of the hearing, the board members will communicate their decision with the party filing the appeal.

The decision of the Board will be final and is the last step for all grievances.