

Grievances Regarding Policy or Rights Violation

The Board of Directors, Administration, and Instructional Staff of Twin Peaks Charter Academy welcome constructive criticism and input motivated by a sincere desire to enhance the Academy's educational program, improve its working conditions, or provide additional opportunities for parental involvement. This policy addresses grievances that allege serious policy or rights violation. Other concerns and complaints will be handled through conferences with involved parties and/or through involvement in school committees.

Because Twin Peaks Charter Academy has been granted the flexibility to take action with respect to many of its policies, procedures, and programs, its grievance policy reflects the desire of the Board of Directors to address all grievances "in house." The Board of Directors believes that grievances should be handled fairly and in as timely a manner as practical, and that they are best resolved as close to their origin as possible. Many issues may be resolved by referring to specific language in TPCA's:

- Written policies and procedures
- Guiding Principles and Founding Philosophies
- TPCA Bylaws
- Charter contract with the St. Vrain Valley School District
- Personnel contracts (if an employee)

These documents may be obtained from the TPCA website, by inquiring at the front desk of the school, or from the Human Resources office (if a personnel contract).

In general, grievances should be resolved with the person mostly closely associated with the situation. Specific examples of this are: classroom grievances should be addressed to the teacher first or grievances about the general administration of the school should be addressed to a member of the Administration first. If it is unknown where to begin, start with a member of the Administration such as a Dean or Principal who will direct you to the proper person.

Initial contact with the appropriate person may be made in person or through email or phone, but a formal grievance shall be presented in person and accompanied by a written statement, making reference to a violation of specific policy, procedure, or contract provision. A reasonable amount of time, dependent upon the nature of the matter, must be allowed for the other party to respond. If the grievance remains unresolved, it may then be taken up the chain of command but should usually be resolved at the level of the Administration. At each level, grievances are to be made in person and accompanied by a written statement; an appropriate time for the other party to respond must be allowed.

The TPCA Organizational Chart, Policy T-CC, can be used to determine the next person in the chain of command. A flow chart, Policy T-GBK/T-KE-E, is also available to aid in determining

the proper order of steps in the process. Both of these documents may be obtained from the TPCA website or by inquiring at the front desk of the school.

If the grievance is made outside the chain of command, the person receiving the grievance has discretion to:

- a. Refer the grievance back to the appropriate level of the “chain of command” described above; and/or;
- b. Informally refer the grievance to the Administrator to whom the person receiving the grievance reports with sufficient detail to allow the Administrator to determine how best to resolve such grievance.

As an exception to the above chain of command, if a grievance relates to serious misconduct, including alleged sexual harassment or other harmful harassment, a complainant is not required to make his or her grievance to the person who is accused of such misconduct. In this situation, the complainant may instead initiate his or her grievance at the next level in the chain of command. If a student or parent complains to any staff member of serious misconduct, or if any staff member observes such behavior, it is the responsibility of the staff member to report that alleged misconduct to the Administration or, if necessary, the Board of Directors.

If a grievance remains unresolved after following the procedure outlined above, a complainant shall submit the grievance in writing to the Board of Directors, one copy to the Board President and another copy to the Board Secretary. The written grievance shall:

- clearly state that it is a formal grievance
- refer to a specific policy, procedure, or contract against which there is an alleged violation
- provide dates and details surrounding the alleged violation
- detail the steps taken to date to attempt to resolve the grievance through the appropriate chain of command
- be made in a timely manner allowing for an investigation of matters if appropriate
- request a response from the Board of Directors

The Board of Directors shall respond in writing within 30 days. If a time extension is needed, the Board will contact the complainant. A response to a grievance shall not be undertaken by any Board member independently, and the Board response to a grievance shall require a super-majority of at least five members. Any such response by the Board shall be final.

Adopted November 13, 197, T-GBK and T-KE

Approved 05-11-00

Amended 12-17-15

Cross Reference T-CC Organization Chart; T-GBK/T-KE-E Grievance Policy Flow Chart