

The Board of Directors (Board) may listen to the problems brought to their attention by a patron of the Idaho Arts Charter School (IACS). It is the belief of the Board that problem solving and conflict resolution works best if they can be addressed and rectified at the lowest possible level. The purpose of this policy is to secure equitable solutions to the problems which may arise from time to time. All parties involved agree that the proceedings will be kept as informal and confidential as may be appropriate at any level of the procedure.

## **DEFINITIONS**

1. Grievance – a “grievance” shall mean a claim by an “aggrieved person or persons” that there has been a violation or misapplication of any of the provisions of written Board policy or an allegation of unfair treatment.
2. Grievant – a “grievant” is any student or parent/legal guardian of an IACS student.

## **GUIDELINES**

1. Since it is important that grievances be processed as rapidly as possible, the number of days indicated at each level shall constitute the maximum and every effort will be made to expedite the process. Time limits herein designed may be extended by mutual agreement between the individuals (grievant(s) and the Administrator).
2. Any grievance not commenced under the provisions herein stipulated within twenty (20) school days after the grievant knew of the conditions upon which such grievance is based, shall be null and void.

If a grievant fails to appeal a decision at any level within the prescribed time limits, he/she shall be deemed to have waived his/her right to further processing of that grievance. Such time limits shall be five (5) days after the conclusion of the preceding step.

If the administration, at any level, fails to respond within the prescribed time limits, the grievance may be advanced to the next step of the procedure.

3. All documents, communications, and records dealing with the processing of a grievance shall be filed, in duplicate, as follows: One with the aggrieved person and one with the Secretary of the Board.

4. No reprisals of any kind will be taken by the Board or the Administrator against any patron because of his/her participation in this grievance procedure.
5. A written grievance shall meet the following specifications:
  - a. It shall be specific.
  - b. It shall contain a synopsis of the facts giving rise to the violation or misinterpretation.
  - c. It shall contain the specific section of the school or board policy which has allegedly been violated.
  - d. It shall state the relief requested.
  - e. It shall contain the date of the alleged violation.
  - f. It shall be signed by the grievant.

## **PROCEDURES**

LEVEL ONE: The first level of redress shall be with the individual teacher or staff member. The Board recognizes and acknowledges that it is most desirable for problems to be resolved through free and informal communication. It is anticipated that every real effort will be made to solve the problems at this level.

Within twenty (20) days following knowledge of the act or condition which is the basis of the complaint, the grievant may present the complaint to the appropriate person. That person shall arrange for a meeting to take place within five (5) work days following receipt of the grievance and shall provide the grievant with a written answer to the grievance within five (5) days after such meeting. The answer shall include the reasons upon which the decision was based.

LEVEL TWO: If the grievant is not satisfied with the disposition of the grievance at Level One, he/she may submit the grievance to the next level of administration (i.e. art director, assistant administrator, etc.) in writing within five (5) days of receipt of the response from the person at Level One. This person shall arrange for a meeting to take place with the grievant within five (5) work days following receipt of the complaint and shall provide the grievant with a written answer to the complaint within five (5) work days after such meeting. The answer shall include the reasons upon which the decision was based.

LEVEL THREE: If the issue cannot be resolved at Level Two, matters should proceed to the third level. The third level of redress shall be with the Administrator. The grievance must be submitted in writing within five (5) work days of receipt of the response from the person at Level Two. The Administrator shall arrange for a meeting to take place with the grievant within five (5) work days following receipt of the complaint. The Administrator shall provide the grievant with a written answer to the complaint within five (5) work days after such meeting. The answer shall include the reasons upon which the decision was based.

**LEVEL FOUR:** If the issue cannot be resolved with the Administrator then matters should proceed to the fourth and final level. The forth and final level of redress is with the Board. The grievance must be submitted in writing within five (5) work days of receipt of the response from the Administrator at Level Three. Within ten (10) work days of the receipt of the referral or appeal of complaint, the Board shall convene a panel consisting of three (3) persons; one designated by the Board, one designated by the grievant, and one agreed upon by the two appointed members, for the purpose of reviewing the appeal. The grievant shall be afforded the opportunity to present the complaint in person to this panel and to present witnesses on behalf of the grievant. Within five (5) work days following completion of the review, the panel shall submit its decision in writing to the grievant, the Administrator, and the Board. This panel's decision shall be the final and conclusive resolution of the grievance unless the Board overturns the panel's decision by a resolution of the Board at its next regularly scheduled public meeting.



**LEGAL REFERENCE:**

Idaho Code Sections

33-506

33-511

33-512

Nampa School District Policy – Grievance Procedures

**ADOPTED:** October 11, 2010

**AMENDED:**