



## **CENTENNIAL ACADEMY GRIEVANCE POLICY & PROCEDURES**

The Centennial Academy Grievance Policy is established to address complaints or concerns associated with the school, the school community, and its Board of Directors. The policy is established to set clear guidelines on how to address complaints to ensure they are dealt with fairly, consistently, and timely.

### **Any grievance at the school will fall into one of three primary categories:**

1. Complaints about a scholar, the classroom experience, or with a teacher.
2. Complaints or concerns about a school policy or administration.
3. Complaints or concerns about a parent or community member involved with the school.

As often as possible, the issue should be brought forth as close to the origin of the grievance.

### **For a complaint about a scholar, the classroom experience, or a teacher:**

1. Individuals should first seek to resolve the issue with the classroom teacher.
2. If a resolution is not reached after a discussion with the classroom teacher, the individual pursuing the grievance should seek to resolve the issue with the appropriate administrator
  - Academy Assistant Principal
3. If resolution with the above is not feasible or efforts to resolve the issue have been exhausted, then the individual should bring the grievance to the attention of the school principal.
4. If resolution with the principal is not feasible or efforts to resolve the issue have been exhausted, then the individual should bring the grievance to the Head of School (HOS).
5. If resolution with the HOS is not feasible or efforts to resolve the issue have been exhausted, then the individual should bring the grievance to the attention of the Governing Board. Procedures for bringing a grievance to the governing board can be found below.

### **For a complaint or concern about a school policy or administration:**

1. Once all efforts to resolve an issue have been exhausted with the school's staff and other school leadership, then an individual may bring a grievance to the attention of the Head of School. The grievance should be acknowledged via written response within 2-5 business days and final resolution provided via written response within 10 business days.
2. If resolution with the Head of School is not feasible or efforts to resolve the issue have been exhausted, then the individual should bring the grievance to the attention of the Governing Board. Procedures for bringing a grievance to the governing board are below.

### **Governing Board Grievance Procedures**

Once all efforts to resolve a grievance have been exhausted with the school's staff and leadership, then an individual may bring a grievance to the attention of the Governing Board as follows:

- Any grievances should be made in writing. This allows all parties involved to work from a consistent body of information. Submission may be made by the Grievance Complaint Form as provided below.



- Generally, the Board will not address a grievance that is made anonymously, based on hearsay, or made on behalf of another family.
- Generally, the Board will not address a grievance where resolution has not been exhausted through the teachers or the school leaders.
- Generally, the Board will not address specific grievances about the performance of an individual school employee in a public meeting. Any such grievances brought at a public meeting will be taken under advisement by the Board and responded to at a later time.
- The Board may, at its discretion, notify individual school employees about grievances brought against them. Parents may, however, request that they not be personally identified as the party bringing the grievance.

For any grievance presented to the Board, discussion will take place in a closed session. A response via written letter will be sent within (30) thirty business days of receipt of the grievance.

This policy is intended to create an open atmosphere to effectively address grievances at the school. Retaliation against anyone reporting a grievance in good faith is not acceptable and disciplinary action could be taken as a result. Retaliation includes, but is not limited to, any form of intimidation, reprisal or harassment.



**GRIEVANCE COMPLAINT FORM  
CONFIDENTIAL**

**INSTRUCTION TO COMPLAINING PARTY:** Answer each question in as much detail as possible.

**Your Name:**

**Date Submitted:**

**Does your complaint involve an individual or is it with a school- or board-based policy?**

**If with an individual, please indicate who the complaint is against:**

**Describe the basis of your complaint:**

**If applicable, identify any witnesses to the offending conduct:**

**If applicable, when did the conduct take place? Be as specific as possible:**

**If applicable, why do you consider this conduct outside of acceptable parameters?**

**Have you made a reasonable attempt to address this in the manner indicated in the Grievance policy?  
Have you discussed this with anyone? If your answer is "yes," identify the person with whom you  
discussed it and the substance of your conversation:**

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Printed Name

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Signature of Complainant