

LINCOLN ACADEMY PARENT CONFLICT RESOLUTION POLICY

Effective March 1, 2021

Purpose: Lincoln Academy

Lincoln Academy strongly believes that the most effective course for parents or guardians (“parents”) to address teacher or administration concerns is directly with the party or parties involved. Parents are strongly encouraged to work individually with their children’s teachers to address concerns. This supports Lincoln Academy’s goal of modeling respect and collaboration. Lincoln Academy also recognizes that in some instances, parents may have unsuccessfully endeavored to resolve their concern or feel unable to speak to the relevant party or parties. At that point, they may elect to file a formal grievance.

Scope:

This policy refers to every parent of a Lincoln Academy student, including those employed by Lincoln Academy and those serving on the Lincoln Academy Board of Directors. For employees of Lincoln Academy who have workplace concerns, please refer to the Employee Grievance Policy.

Lincoln Academy employees or board members who have a parent concern are strongly encouraged to have another family member address any concerns with the relevant party or parties. While not required, it helps keep their Lincoln Academy and parental roles distinct and may prevent the appearance of interference.

Goals:

Lincoln Academy’s goals regarding this Parent Conflict Resolution Policy are as follows:

- Maintain a formal grievance procedure that parents may pursue when other avenues have been exhausted
- Communicate the procedure so that it is received and understood by all parents
- Treat all parents who file formal grievances equitably
- Preserve confidentiality when possible
- Ensure that all grievances are addressed and resolution reached whenever possible
- Maintain accurate and complete records of all formal grievances
- Respect the anti-retaliation policy anytime a grievance is filed

Definition:

Parents may occasionally have a complaint, problem, or concern regarding their children’s education or learning at Lincoln Academy. These are best addressed with the teacher or staff directly involved. Lincoln Academy defines a grievance as a more formal process where the complaint, problem or concern is escalated. A grievance may be directed to the Principal after

working with the teacher or staff directly involved. If resolution is still not reached with the Principal, the Parent may go to the Executive Director.

Parents may file formal grievances for any of the following reasons:

- Concerns regarding inappropriate behavior at school
- Health and safety matters
- Academic concerns

While this list is not exhaustive, Lincoln Academy stresses that all parents are encouraged to resolve concerns directly and informally before they resort to a formal grievance.

Filing a formal grievance:

Parents who wish to file a formal grievance should contact their child's Principal and escalate to the Executive Director only if resolution is not reached with the Principal.

Formal grievance process expectations:

Employees who face allegations from a parent's formal grievance can expect the following:

- To receive a copy of the allegations against them
- The opportunity to respond to the allegations against them within a period of 15 calendar days after receipt of the allegations
- A thorough review of the allegations against them by the Principal and/or Executive Director
- A thorough review of their response to the allegations by the Principal and/or Executive Director
- To receive a copy of the decision regarding the allegations, as well as notice of any additions to their personnel file or disciplinary actions taken

Lincoln Academy expects the following of all parents and employees in regard to formal grievances:

- To treat all parents who file grievances equitably
- To withhold judgment and remove assumptions about all parties involved without regard to personal opinions or alliances
- To preserve confidentiality as much as possible
- To recognize that, depending on the severity of the allegations, concerns or formal grievances may be escalated and/or an investigation initiated even when confidentiality is requested
- To strictly adhere to Lincoln Academy's strong stance against retaliation for those coming forward with a grievance, as well as those supporting individuals bringing forth a grievance

Grievances filed with the Board or involving a Board Member:

A formal grievance is to be filed with the Board only as a last resort. As such, addressing a grievance with the Principal and/or the Executive Director is expected before escalating to the Board.

As Lincoln Academy is a public body covered by Colorado open meeting and records laws, pursuing a grievance before the Board may reduce privacy or confidentiality. The Board, within its policies and bylaws, may take any number of actions, or none at all, regarding the formal grievance, depending on the specifics and gravity of the formal grievance.

If the grievance involves a Board member or members, the Board member involved will refrain from voting on any resolution or action in the matter.

This Conflict Resolution policy is intended to outline how parents can voice their concerns in a constructive way. Lincoln Academy is committed to providing a respectful and collaborative environment for all students, staff and parents. Filing a formal grievance is always to be taken as an option of last resort.

For any questions regarding this policy, please contact your Principal.