

# ALBUQUERQUE AVIATION ACADEMY COMPLAINT PROCEDURE FOR PARENTS, STUDENTS, AND COMMUNITY MEMBERS (GRIEVANCE POLICY)



## ALBUQUERQUE AVIATION ACADEMY COMPLAINT PROCEDURE FOR PARENTS, STUDENTS, AND COMMUNITY MEMBERS (GRIEVANCE POLICY)

Albuquerque Aviation Academy (AAA) Governance Council recognizes that inquiries, concerns and complaints received from the public, including matters of instruction, operation, finance, and personnel issues, must be resolved as expeditiously and satisfactorily as possible. For any concern or complaint regarding any Albuquerque Aviation Academy school policy, practice, or procedure; any school site practice or procedure; or a school employee:

- Step 1: Initial Inquiry: Informal Resolution
- Step 2: Initial Grievance Process: Filing a Written Formal Complaint
- Step 3: Head Administrator's Hearing (within 15 working days)
- Step 4: Requesting a Governance Board Hearing (within 5 working days)

### A. Complaints Regarding School Employees

To promote prompt and fair resolution of the complaint, the following procedure shall govern the resolution of complaints against district employees:

#### **Step 1: Informal Resolution**

Every effort should be made to resolve a complaint at the earliest possible stage. Whenever possible, the complainant should communicate directly with the employee involved in order to resolve concerns. If the complainant is unable or unwilling to resolve the complaint directly with the employee, he/she may file a written complaint directly with the Head Administrator. (Step 2)

#### **Step 2: Filing a Written Formal Complaint**

Written complaints shall be made using the school's Complaint Form (Exhibit A). All complaints must include:

- a. The full name of each employee involved;
- b. A brief but specific summary of the complaint and the facts surrounding it, and;
- c. A specific description of any prior attempt to discuss the complaint with the employee and the failure to resolve the matter. If the complainant is unable to prepare the complaint in writing, administrative staff shall help him/her to do so.

#### **Step 3: Head Administrator's Hearing**

The Head Administrator shall attempt to resolve the complaint to the satisfaction of the person involved within fifteen (15) days of receiving the appeal. The Director will communicate the findings and resolution to all parties in writing within ten (10) working days of the hearing. Both the complainant and the employee against whom the complaint was made may appeal the decision of the Director to the Governance

Board. The request must be made in writing and submitted to both the Governance Board and Director within five (5) working days of the Director's response.

**Step 4: Governance Board Hearing for any Complaint Regarding a District Policy, Site Practice or Policy and Complaint about an Employee**

1. Before any Council consideration of a complaint, the Head Administrator shall submit the Council a written report concerning the complaint, including but not limited to:

- a. The full name of each employee involved;
- b. A brief but specific summary of the complaint and the facts surrounding it, sufficient to inform the Board and the parties as to the precise nature of the complaint and to allow the parties to prepare a response;
- c. A copy of the signed original complaint;
- d. A summary of the action taken by the Head Administrator, together with his/her specific finding that the problem has not been resolved and the reasons.

The Council may uphold the Head Administrator's decision without hearing the complaint. If the Council decides not to hold a hearing, the Head Administrator will notify the complainant of the Council's decision to uphold the Head Administrator's decision. Typically, the Governing Council will NOT review administrative decisions regarding the following: student discipline less than a long-term suspension or expulsion, student placements (in special education or regular education classes), complaints about a staff member's performance (except the Head Administrator), matters particularly within the expertise of the educational staff and administration.

2. All parties to a complaint may be asked to attend a Council meeting in order to clarify the issue and present available evidence.

3. A closed session may be held to hear the complaint in accordance with the law.

4. The decision of the Governing Council shall be final.

**B. Complaints Regarding School Policies, Practices or Procedures**

1. If the complaint regards school policy, practice, or procedure the complaint process shall begin with Step 2 – Filing a Written Formal Complaint. All subsequent steps must be followed.

2. When examining complaints regarding policy, practices, or procedures the Head Administrator may act to interpret the rules of such documents.

3. The Head Administrator may also recommend to the Governing Council changes to school policy and administrative regulations to rectify a complaint if it is found to be in the best interests of all students.

4. The complainant has the right to appeal against all decisions made by the Head Administrator with the Governing Council.

Complaint Policy – Exhibit A

**Albuquerque Aviation Academy Complaint Form For Parents, Students, and Community Members Regarding School or District Policy, Practice, or Procedures or Employees**

This form and process is available for any parent, student, or community member who wishes to initiate a complaint against any Albuquerque Aviation Academy policy, practice, or procedure, or a school employee. The complainant shall attempt to resolve the complaint at Step 1. If not applicable or possible, the complainant may take the next appropriate step. (Please see Complaint Policy Process.)

This complaint pertains to:

\_\_\_\_\_ A school employee (name): \_\_\_\_\_

\_\_\_\_\_ A district policy, practice, or procedure: \_\_\_\_\_

\_\_\_\_\_ A school policy, practice, or procedure: \_\_\_\_\_

Date of incident: \_\_\_\_\_

Complaint Form must be filed within 7 working days of incident.

1. Please write the nature of the complaint. This should be a description in your own words of the grounds of your complaint, including all names, dates, and places necessary for a complete understanding of your complaint.

2. Please list any attempts you have made to resolve the complaint. You may attach additional pages.

Complainant's Name (Student's name, if applicable) \_\_\_\_\_

Complainant's Phone Number (\_\_\_\_) \_\_\_\_\_

Complainant's Address \_\_\_\_\_  
Street City State Zip

Complainant's email address \_\_\_\_\_

I certify that the information I have provided relative to this complaint is true and correct.

Complainant's Signature \_\_\_\_\_ Date Signed \_\_\_\_\_

### **Step 1: Informal Resolution**

Every effort should be made to resolve a complaint at the earliest possible stage. Whenever possible, you should communicate directly with the employee involved in order to resolve concerns. If you are unable or unwilling to resolve the complaint directly with the employee, you may file a written complaint directly to the Head Administrator (Step 2).

### **Step 2: Filing a Written Formal Complaint**

If the complaint was not resolved informally (Step 1), you may submit a formal written complaint to the Head Administrator using the Complaint Form. If this complaint is against the Head Administrator, it should be filed with the Governing Council. A formal written complaint must include: the name of the employee, policy, procedure or practice involved; a brief but specific summary of the complaint; and a description of any prior attempt to resolve the complaint informally.

### **Step 3: Head Administrator's Hearing**

The Head Administrator shall confer with the parties within fifteen (15) working days of the receipt of the appeal. The Head Administrator, (505)338-8601 or designee shall send a response, in writing, to the parties within ten (10) working days of the conference. If the Head Administrator's decision does not resolve the complaint, any party may appeal the decision to the Governance Council. The request must be made in writing and submitted to the Governing Council within five (5) working days of the Head Administrator's response.

Request for Governance Board Hearing of Initial Complaint

Complainant \_\_\_\_\_ Date \_\_\_\_\_

### **Step 4: Requesting a Governing Council Hearing**

The Council may elect to hold a hearing and render a finding or support the finding made at Step 3 without holding a hearing. The decision of the Council is final and will be communicated to the complainant by the Head Administrator.