CAPROCK ACADEMY
CHARACTER. ACCOUNTABILITY. ACADEMICS.

Policy SE 8.5 – Grievance Policy

Overview

Caprock Academy values open, respectful, and proactive communication among and between the members of our school community, including parents, students, faculty, staff, and administration. Caprock Academy's procedures for settling conflicts are designed to support prompt and equitable resolution at the original point of conflict. These procedures guide how faculty, staff, parents, and students are expected to express grievances about other members of our school community. Accordingly, resolution of any conflict should be pursued in the order of the steps outlined below.

At any stage of the grievance process, the grievant is not required to address the issue with the person directly involved if the grievant is alleging discrimination or harassment. Thus, in those circumstances please refer to the following policies.

- In the case of grievances relating to allegations of harassment or discrimination, please see the Unlawful Discrimination and Harassment Policy.
- In the case of grievances relating to allegations of sex-based harassment, please see the Sexual Harassment and Title IX Policy.

Step One/Arrange Informal Meeting:

If you have a grievance, please schedule a time to meet with the Caprock staff involved in the original circumstance that gave rise to the conflict. At this scheduled meeting, the parties should discuss the matter and work towards a mutually agreeable resolution. Please do not confront Caprock staff without warning or notice, particularly when students are present. If your initial concern began directly with your supervisor, you may skip this step and proceed to the next step.

Step Two/Request Formal Consideration Meeting:

If you are not satisfied with the outcome of the first step, please complete the grievance procedure form located on the school website, or in the front office, then request a formal meeting with the next level of School Administration above the Caprock staff involved in the original issue that caused the grievance (e.g., a Director or Dean as reflected on the Caprock Academy Organizational Chart). This step is intended to address the situation, facilitate ongoing communication, and develop goals for conflict resolution. The Director or Dean will continue to monitor the issue until either a resolution or impasse is reached. If your initial concern began directly with the Head of School, you may skip this step and proceed to Step Four.

Step Three/Request Review by Head of School:

If the issue is still not resolved to your satisfaction, please request further consideration by filing a written request for review to the Head of School. After reviewing your request and meeting with you and the other Caprock staff member involved, the Head of School will provide a final decision to you in writing.

- *The grievant must contact the Head of School within 10 school business days (please refer to the school calendar for a list of days the school is open for business) of the Formal Consideration Meeting described in Step Two.*
- *The complaint shall be in writing and shall detail:*
  - *the date of the incident (if applicable);*
  - *the School staff member involved;*
  - *a description of the incident, decision, or practice that gave rise to the grievance;*
  - *the conflict resolution strategies that have been attempted thus far; and*
  - *the grievant's requested resolution.*
- *Within five school business days from the date on which the written statement was received, the Head of School will* **either** *issue a written response to the grievant or contact the grievant to schedule a time to discuss the issue.*
  - *If you do not receive a response from the head of school within the 5 school business days, please reach out to him/her directly to ensure they have received your original grievance.*

Step Four/Appeal to Board:

If you still are not satisfied, you may appeal the Head of School's final decision to the Board by submitting a written request for appeal to the **board chair (or board chair designee)**, whose email address is posted on the school's Board of Directors webpage. The written request for appeal should include **all information outlined in the previous step**. The Board will respond to your request for appeal within 30 calendar days and will take such further action as it finds appropriate and necessary (for example, reviewing the issues of your appeal in an Executive Session*).

Caprock Academy's legal obligation to protect the confidentiality of an individual student's information and an employee's personnel information continues throughout the dispute resolution process. Accordingly, if your appeal is granted, the Board may be required by law to consider and discuss your issue in a private meeting (an Executive Session), with only the Board's formal vote taking place in an open, public meeting. Also remember that while any member of the public is welcome to speak in an open board meeting, no grievance issue will be addressed by the Board without the grievant having first followed the prior procedures.* ***Issues of employee or student privacy may be addressed in executive session only.*

Step Five/Appeal to CSI:

Submit a Written Grievance to the Colorado Charter School Institute ("the Institute") Executive Director. If the grievant is not satisfied with the School Board's determination not to review the written grievance or the written resolution reached by the School Board after reviewing the grievance, the grievant may submit its concerns in written format to the Institute within five business days from receiving the written decision of the School Board. After review, the Institute's Executive Director will publish his/her conclusions in writing within 15 calendar days from receipt of the written concern. The decision of the School's Board will not be overturned unless there are compelling grounds that Caprock Academy violated an applicable law, regulation, policy, or contract provision. The Institute can be contacted at (303) 866-3299 or legalandpolicy_csi@csi.state.co.us.