



# Ricardo Flores Magón

## — A C A D E M Y —

### Grievance Policy

Ricardo Flores Magon Academy (RFMA) (the “School”) strives to be proactive in promoting a positive culture between all of our community members. The following policy applies to grievances, including complaints, concerns, or conflicts. The RFMA Teacher Leaders, Staff, and Board of Directors are committed to addressing and resolving grievances in a timely and efficient manner.

The Board of Directors places great trust in its faculty and administrators to manage the affairs of the School and to serve our School community. In the interest of promoting the efficient resolution of grievances, the procedures below set forth the process for resolving conflicts and settling differences. This process strives to support prompt and equitable resolution of disagreements at the lowest possible faculty or administrative level. The formal grievance process should be used only for conflicts that require the attention of the Shared Services Partner or the Board, not simple disagreements that can be managed informally. The Board of Directors will not typically review grievances based on the discretionary day-to-day decision-making or good faith judgment calls made by faculty or administrators, unless there is clear evidence of misconduct or a need to address a substantial issue.

Employees may also utilize this process to dispute work related decisions by administration, like non-renewals or other work related concerns, complaints or conflicts.

Please follow these steps before filing a formal grievance:

**Address issues with those directly involved** – RFMA encourages you to engage in all steps of the RFMA Conflict Resolution Process, beginning with bringing your complaint, concern, or conflict first to the person best positioned to address it. Make efforts to sincerely resolve the issue with those who are directly involved. For example, if you are a parent and it is a specific classroom or academic issue, this will most likely be an attempt to resolve the issue with your child’s teacher. If it is a broader, charter-wide issue, this will most likely be an attempt to resolve the issue with a School administrator. If you are an employee, this will most likely be an attempt to resolve the issue with the co-worker with whom you have the issue. When possible and applicable, use a peer or professional mediator to support you in resolving the issue with the individual directly involved in the grievance.



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In the case of grievances relating to allegation of sex-based harassment, please see the school's Sex-Based Harassment Investigation Procedures Policy.

If your attempts to resolve the complaint, concern, or conflict informally directly with the individual or using a peer or professional mediator do not produce a satisfactory result, or you find the individual(s) involved to be non-responsive, you may file a formal grievance by following these steps:

1. **Complete a Grievance Form** (available on the RFMA website) – This includes providing a brief summary of the issue; informal steps that were taken to resolve it, including discussions with those directly involved; the outcome of those attempts; the reasons why you were not satisfied with the outcome; a citation to any laws and/or policies that you believe were violated (if applicable); and what you are requesting be reviewed and/or changed about the outcome.
2. **Submit the Grievance Form to the Executive Director, Shared Services Partner**– The form may be submitted to the School or emailed directly to the Executive Director, Zak Dominello, [zdominello@magonacademy.org](mailto:zdominello@magonacademy.org), whose contact information is also available on RFMA's website. If the Grievance is an issue in which the Executive Director is the alleged offender then this form may be submitted directly to the Compliance Officer of the Board of Directors for consideration under Step 5.
3. **Executive Director, Shared Services Partner Review** – The Executive Director will, within three working days, review the Grievance and respond to the grievant, acknowledging receipt of the complaint in writing or, if needed and where possible, request a phone call or meeting. Others involved may be consulted on the issue and/or invited to any meetings scheduled to discuss the issue.
4. **Shared Services Partner Decision** – Within ten working days of the date the Grievance Form is submitted, the Executive Director will provide a written decision or planned course of action regarding the Grievance to the grievant.
5. **School Board Review** – If the grievant is not satisfied with the RFMA's decision or planned course of action, the grievant may request that the Executive Director submit the Grievance for review to the Board, whose contact information is available on RFMA's website. If the grievant requests Board review, the Executive Director will forward all documentation, including the original Grievance Form, any notes or summaries of meetings or actions taken, the RFMA's final written decision or planned course of action, and any other relevant information to the Board of Directors. Board Members may request an additional statement from the grievant, as well as any other information they deem relevant to research or request. Additionally, the grievant may, at this stage, voluntarily submit additional information to the Board at [board@magonacademy.org](mailto:board@magonacademy.org). The Compliance Officer may appoint a mediator, as appropriate, to attempt to resolve the concern. Within 10 days from receipt, the Compliance Officer, or his/her designee, will review the written grievance and provide a written response to the grievant either determining that the grievance warrants full review by the Board or declining to review the written grievance. At all stages of this process Board members will take care to preserve expectations of privacy, including avoidance of public references to specific individuals or incidents, and may call an executive session to discuss any Grievances, if it is a topic for which an executive session is allowed. If the Board Chair, or his/her designee, determines that the grievance



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warrants full review by the Board, the Board shall review the grievance at its next regularly-scheduled Board Meeting and issue a written decision to the grievant within 10 days of the meeting. An individual Board Member can make a motion to have it added to the agenda during the Board's next meeting, and it will be added, following regular procedures. If declining review, the Board's written response to the grievant will explain the reasons for the determination.

6. **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 the School 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](mailto:legalandpolicy_CSI@csi.state.co.us).

At each stage of the grievance process both sides of a concern should be given an equal opportunity to provide information, evidence, and a response to any concerns or allegations. Those in the position of making a decision should reserve judgment until all of the information has been reviewed and considered. Any timelines provided herein may be extended by the Executive Director or Board of Directors as needed, or by mutual agreement of those involved.