

Salida Montessori Charter School Grievance Policy

Salida Montessori Charter School (SMCS) believes that, as adults, we must model healthy and respectful communication for our students. SMCS is committed to promoting healthy communication among students, parents, teachers, and administrators, and encourages SMCS community members to express any concerns directly with the individual involved so that the school's focus remains on student learning. 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.

1. **Address Issue with Those Directly Involved.** The grievant must first bring the concern to the attention of the individual(s) directly involved. A meeting should be scheduled where the concerns can be expressed in private and in an environment conducive to resolution. If the grievant brings the concern directly to the attention of the Head of School or Board Member without first attempting to address the issue at the lowest level, the Head of School/Board Member may redirect the grievant to the appropriate level in the process.

NOTE: A grievant is not required to address the issue with the person directly involved if the grievant is alleging harassment or discrimination. In case of grievances relating to allegations of harassment or discrimination, please see the school's policies AC, ACA, JB, and JB. available in the [SMCS Policy Manual](#).

2. **Address Issue with Head of School (HOS).** If a satisfactory resolution is not reached at the lowest possible level, or where the complaint directly involves the HOS, the concern may then be brought to the attention of the HOS. The HOS will schedule a phone call or an in-person meeting within 48 hours of receiving the complaint (where possible) in order to address the situation, facilitate ongoing communication, and develop goals for conflict resolution. The HOS will continue to monitor the issue until either a resolution or an impasse is reached.

If the grievance is not resolved informally to the grievant's satisfaction, the grievant shall reduce the grievance to writing within Ten (10) days of discussion with the HOS providing a copy of the written grievance to the HOS. The complaint shall be in writing and shall detail (i) the date of the incident (if applicable); (ii) the School staff member involved; (iii) a description of the incident, decision, or practice that gave rise to the issue; (iv) the conflict resolution strategies that have been attempted thus far; and (v) the grievant's requested resolution. Within five (5) school days from the date on which the written statement was received, the HOS will either issue a written response to the grievant or contact the grievant to schedule a time to discuss the issue.

3. Prepare a Written Grievance for the Board of Directors. In cases when the concern has not been addressed at Steps 1 and 2 to the satisfaction of the grievant, the grievant may file a formal written grievance to the School's Board of Directors. The written grievance must detail (i) the date of the incident (if applicable); (ii) the School staff member involved; (iii) a description of the incident, decision, or practice that gave rise to the issue; (iv) the conflict resolution strategies that have been attempted thus far; and (v) the grievant's requested resolution.

Current contact information for the Board can be found on the School website, under the 'Board of Directors' page. Within 10 days from receipt, the Board Chair, 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. If the Board Chair, or his/her designee, determines that the grievance 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. If declining review, the Board's written response to the grievant will explain the reasons for the determination.

While any member of the public is always welcome to speak in an open board meeting, no grievance issue will be addressed by the Board without the grievant having first followed these proper procedures. Issues of employee or student privacy may be addressed in Executive Session, as is legally proper.

4. Submit a Written Grievance to the Colorado Charter School Institute ("the Institute") Executive Director. If the grievant is not satisfied with the Salida Montessori Charter 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 csi_info@csi.state.co.us.

Adopted: August 2015

Approved: June 6, 2017

Revised September 4, 2019 (combined employee and public grievance procedures)