



## **PARENTAL GRIEVANCE POLICY OF KIPP: CHARLOTTE**

### **I. Introduction**

KIPP: Charlotte is committed to a positive learning environment and has established the following parental grievance protocol to solve disputes or complaints in a fair and prompt manner. Notably, the formal procedures described below may be implemented only *after* the parties have engaged in an earnest attempt to resolve matter(s) informally.

### **II. Parent complaints**

Parent complaints are taken seriously by KIPP: Charlotte and should proceed as follows:

1. Parents should first schedule a conference with the immediately-involved teacher, coach or administrator to discuss the issue. The school reserves the right to redirect parent(s) to the appropriate personnel if this step has not been followed.
2. If parent(s) conclude that the initial response/course of action was insufficient, a meeting may then be scheduled with the School Leader. Prior to the scheduling of any such meeting, parent(s) must first provide to the School Leader a Grievance Letter that identifies: (a) the issue / concern / complaint; (b) what steps have been taken to resolve the situation; and (c) proposed solutions. The School Leader will attempt to respond to all Grievance Letters within 10 days of their receipt.
3. If a resolution cannot be reached through a discussion with the School Leader, parent(s) may submit a formal Parental Grievance Packet to the KIPP: Charlotte Board of Directors. This packet must include the information and materials discussed below.

### **III. Grievance Committee and board resolution**

The KIPP: Charlotte Board of Directors shall annually appoint a Grievance Committee comprised of two (2) Directors and the School Leader. The School Leader shall not participate in any grievance proceeding in which s/he is the subject of an original grievance. A Parental Grievance Packet should be submitted in writing to the KIPP: Charlotte Board of Directors within 30 days of the conduct that triggered the grievance and must specify:

- The nature and date of the grievance and any related or supporting documents;
- The results of previous discussions to resolve the conflict, including any correspondence;
- The reason for the parent(s)' dissatisfaction with the decisions previously rendered; and
- A description of the relief sought.



Within 30 days of the submission of a complete Parental Grievance Packet, the KIPP: Charlotte Grievance Committee shall:

- Research the nature of the complaint;
- Interview the concerned parties; and
- Recommend a course of action to the full KIPP: Charlotte Board of Directors through communications by the Board Member serving as Parental Grievance Committee Chair to the Board Chair.

The Board shall render a final ruling on the grievance at its next regularly scheduled meeting following its receipt of the recommendation of the Grievance Committee.

#### **IV. Effective date**

This policy was first adopted in December 2008. This policy as revised will be effective Aug. 1, 2009.