I. Introduction

KIPP Charlotte Public Schools Charter Schools are committed to providing the best possible conditions for all members of the school community including students, families, visitors, teachers and administrators. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion or question receives a timely response from school supervisors and administrators. Fair and honest treatment of all students, family members, and visitors, and staff is our goal. In pursuit of that end, we encourage everyone to treat the other with respect.

If a student, parent/guardian, or visitor disagrees with established rules of conduct, policies or practices, or feel that he/she have been treated unfairly, he or she may express his or her concerns through the following grievance procedure. No person will be retaliated against or penalized formally or informally, for voicing a complaint with KIPP Charlotte Public Schools in a reasonable, professional manner or for participating in the investigation of a complaint pursuant to the grievance procedure.

The formal procedures described below may be implemented after the parties have engaged in an earnest attempt to resolve matter(s) informally.

II. Complaints

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

1. Complainants should first schedule a conference with the immediately-involved teacher, coach or administrator to discuss the issue. The school reserves the right to redirect complainant(s) to the appropriate personnel if this step has not been followed.

2. If complainant(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, complainant(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 acknowledge the receipt of a Grievance Letter within 3 calendar days and attempt to respond to all Grievance Letters within 10 calendar days of their receipt.

3. If a resolution cannot be reached through a discussion with the School Leader, complainants(s) may submit a formal Grievance Packet to the KIPP Charlotte Board of Directors. This packet must include the information and materials discussed below.
4. Anonymous complaints may receive an acknowledgement but not a resolution from the Grievance Committee.

III. Grievance Committee and board resolution

The Grievance Committee of the KIPP Charlotte Board of Directors shall be comprised of at least three (3) Directors. If no specific appointments are made, the Committee shall be determined to be comprised of the members of the Governance Committee and the Board Chair. The Committee shall call on or shall consult with the School Leader, staff and/or parents as necessary in the resolution of each individual grievance. A 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 complainant(s) dissatisfaction with the decisions previously rendered; and
- A description of the relief sought.

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

- Research the nature of the complaint;
- Interview the concerned parties as necessary; and
- Recommend a course of action to the full KIPP Charlotte Board of Directors through communications by the Board Member serving as 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 July 23, 2018.