



HRCS Grievance Policy

HRCS believes that, as adults, we must model healthy and respectful communication for our students. HRCS is committed to promoting healthy communication among students, parents, teachers, and administrators, and encourages HRCS community members to express any concerns directly with the individual involved so that the school's focus can be kept on student learning. Complaints of harassment and discrimination should be made in accordance with the separate HRCS Harassment and Discrimination Investigation Procedures Policy. Complaints of sex discrimination/harassment should be made in accordance with the separate HRCS Title IX Policy.

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 is designed 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 School Leader without first attempting to address the issue at the lowest level, the School Leader may re-direct the grievant to the appropriate level in the process.
2. **Address Issue with School Leader.** If a satisfactory resolution is not reached at the lowest possible level, or where the complaint directly involves the School Leader, the concern may then be brought to the attention of the School Leader. The grievant must contact the School Leader within 10 days of the above meeting. The complaint shall be in writing and shall detail (i) the date of the incident (if applicable); (ii) the HRCS 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 calendar days from the date on which the written statement was received, the School Leader will either issue a written response to the grievant or contact the grievant to schedule a time to discuss the issue, allow both parties to the opportunity to comment on his/her perceptions, facilitate ongoing

communication, and develop goals for conflict resolution. The School Leader will continue to monitor the issue until either a resolution or an impasse is reached.

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 HRCS website, under the "Board of Directors" page. Within 10 days from receipt, the Board Chair, or 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 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 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.