



Mountain Song Community School Grievance Policy & Procedures

MSCS strives to be proactive in promoting positive working relationships between all members of the School's community, including staff members, administration, the Board, students, family members, and visitors.

The following policies apply to grievances of any type that may include, but are not limited to:

Equal Employment Opportunity (EEO) violations; harassment claims; conflict with staff members, students, family members, and/or visitors, etc.

The grievance procedures detail how adult members of the school community (all faculty, family members, administrators, Board members) are expected to express grievances about other members of the community.

The administration and Board are committed to addressing and resolving conflict in a timely manner while following the fewest steps of the procedures below. However, if the conflict is not resolved at the lowest faculty or administrative level, the guidelines below provide a process for resolving the conflict.

The steps below must be followed in order to ensure that grievances are properly addressed and resolved:

1. Address issues among those directly involved – The grievant brings the situation or concern to the attention of those directly involved. Dealing directly is ideal, however, it may not always be possible. After the step has been considered the grievant has the option to take the issue to the next step.

2. Facilitate resolution with the assistance of the Executive Leadership Team (ELT) or designee. If a satisfactory resolution is not realized after a direct conversation between the conflicted parties, the situation must be brought to the attention of the ELT or designee within ten (10) days of the initial conversation between the conflicted parties. The ELT or designee and the conflicted parties will schedule a phone call or an in-person meeting within three (3) business days of receiving the complaint (where possible) in order to address the situation, facilitate communication, and develop goals for conflict resolution. The ELT or designee will monitor the process until a resolution is realized or until an impasse is reached. If the concern is regarding the ELT, then the President of the Board or a designee will facilitate the complaint at this level.

3. Prepare a written grievance for the Executive Leadership Team (ELT) or designee. If the grievant is not satisfied with the response received via the first two steps, the grievant shall prepare a formal written grievance to the ELT or designee. The grievance must:

- a) Describe the incident, decision or practice that gave rise to the complaint;
- b) If possible, cite the contract, policy or procedure that has been violated and/or rationale for concern;
- c) Describe what conflict resolution strategies were attempted via steps one and two; and
- d) Explain what corrective action is being requested.

Within five (5) business days from the date on which the written statement was received, the ELT or designee will either issue a written response to the grievant or contact the grievant to schedule a time to address the situation as appropriate. It is the responsibility of the ELT or designee to manage the ultimate resolution of conflicts among faculty, staff, students and family members except in situations that pertain to the ELT themselves or to the ELT's execution of a school-wide policy or procedure.

4. Provide written grievance to the Board of Directors. In cases when the concern has not been resolved in the three (3) steps above to the satisfaction of the grievant, or the grievance concerns the ELT, the grievant may file a formal written grievance to the MSCS Board of Directors. The written grievance must:

- a. Describe the incident, decision, or practice that gave rise to the complaint;
- b. If possible, cite the contract, policy, or procedure that has been violated and/or rationale for concern;
- c. Describe what conflict resolution strategies were attempted via steps one, two, and three; and
- d. Explain what corrective action is being requested.

Current contact information for the Board can be found on the MSCS website under the "Governance" page. Within ten (10) business days of receipt of the grievance, the President of the Board or designee will review the written grievance and provide a written response to the grievant either a) determining that the grievance warrants full review by the Board, or b) declining to review the written grievance. If the Board President 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 ten (10) business days of the meeting. If declining review, the Board's written response to the grievant will explain the reasons for the determination.

While the Board will hear complaints during the public comment period of a Board meeting, formal grievances shall not be brought to the Board as a matter of public comments, as this does not give the Board sufficient time to consider the issue and address it through the grievance process. The Board will not hear grievances that do not follow the grievance process.

Issues of employee or student privacy may be addressed in Executive Session, as is legally proper.

5. Submit a written grievance to the Colorado Charter School Institute (“the Institute”) Executive Director. If the grievant is not satisfied with the MSCS Board’s determination not to review the written grievance or the written resolution reached by the MSCS Board after reviewing the grievance, the grievant may submit its concerns in written format to the Institute within five (5) business days from receiving the written decision of the MSCS 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 MSCS Board will not be overturned unless there are compelling grounds that MSCS 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.

