



KENNESAW CHARTER SCHOOL
Georgia Charter Schools, Inc.
Grievance Policy
Approved 11/2/09

It is the desire of this Board that any complaints arising in the school be resolved fairly and promptly. Prior to the initiation of a grievance, the parent, employee, or community member should discuss the dispute with the teacher (or principal depending on the situation) in an attempt to resolve the problem. Many issues can be resolved through open discussion between the parties involved. When such discussions are in progress, the written grievance must be initiated within ten (10) days of the event which formed the basis of the dispute or from the date that the grievant was made aware of the incident; there shall be no more than five (5) days between the date that the grievant receives the decision at any level and the appeal to the next level.

In situations where dispute resolution has not been successful, the school administers the grievance procedure. The grievance procedure has strict rules that must be followed by all parties. The Grievance Committee shall be comprised of three Charter School Board members and two advisory committee members or two parent representatives. A grievance may be withdrawn or concluded at anytime by the person who initiated the grievance.

Stages of the Grievance Procedure

The grievance procedure will contain three resolution steps:

First Resolution Step:

The grievant must initiate a grievance on a fully completed Grievance Form. The form must state the claim, detailed statement of the facts in support of the claim, and the relief requested. Attachments may be used.

The form is then given or mailed to the principal within ten (10) calendar days of the date that the event occurred or from the date that the person was first made aware of the incident. A copy must also be submitted to the Grievance Committee.

In certain instances, the principal may not be the first step respondent. This would apply in cases where the grievant is concerned about possible retaliation or cases with significant legal implications. In these cases, the grievance may be submitted directly to the Charter School Board, which then becomes the 1st step respondent

Upon receiving the completed grievance form, the principal will respond by holding a conference within five (5) working days of the request. In any such discussion, the principal shall have authority to settle the grievance by providing a solution to which the grievant agrees. The grievant likewise shall have authority to settle or withdrew the grievance in whole or in part.

If no resolution is reached as a result of such discussion, the principal shall render a decision orally stating the reasons for the decision. The principal's decision should be stated during this discussion, if possible, but in no event shall it be given to the grievant later than five (5) working days after the initial conference, unless the parties agree in writing to extend the five (5) day period.

Within five (5) working days after the principal's decision, the principal shall list his/her response on the grievance form, sign and date the form as the first step respondent, and return it to the grievant for their signature. The grievant has two options at this point:

1. Conclude the grievance by accepting the principal's decision and returning the form to the Grievance Committee.
2. Appeal this decision and advance the grievance to the second step within five (5) calendar days.

Second Resolution Step

An appeal of the decision reached in Step One can be initiated by submitting a copy of the completed grievance form and the response given by the first step respondent (principal) to the Grievance Committee no later than five (5) days after receiving the Step One written decision.

The Grievance Committee will meet with the grievant as expeditiously as possible, but no later than five (5) days following receipt of the Step 1 appeal unless the parties agree upon a later date.

If no resolution is reached at this level, the Grievance Committee shall provide its written response within five (5) days of its meeting with the grievant, the committee chair shall sign the grievance form as the second step respondent and return it to the parent for signature.

The grievant has two options:

1. To accept the decision and thereby conclude the grievance and return it to the Advisory Grievance Committee.
2. To advance the grievance to the third step, the Governing Board

Third and Final Resolution Step

The Governing Board shall convene as necessary to review filed complaints and to render and enforce final decisions regarding such complaints. The final decision will be communicated to the grievant within five (5) working days of receiving the response.

In all phases of the grievance process, it is the responsibility of the grievant to sign the grievance form and have it delivered to the proper person and to forward a copy to the Grievance Committee. Additionally, respondents at all levels must adhere to the five (5) day rule. If this is not done, there can be no effective resolution of problems in a timely manner.