

CSCA Grievance Policy – November 2024

Colorado Springs Charter Academy (CSCA) believes that, as adults, we must model healthy and respectful communication for our students. CSCA is committed to promoting healthy communication among students, parents, teachers, and administrators. CSCA encourages community members to express any concerns directly with the individual involved so that the school's focus remains on student learning. 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 strives 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 Head of School without first attempting to address the issue at the lowest level, the Head of School may re-direct the grievant to the appropriate level in the process.

Note: A grievant is not required to address the issue with the person directly involved if the grievant is alleging harassment or discrimination.

2. **Address Issue with Supervisor.** If a satisfactory resolution is not reached with the individual(s) directly involved, the concern may then be brought to the attention of the supervisor of the individual(s) directly involved.
3. **Address Issue with Head of School.** If a satisfactory resolution is not reached at the lowest possible level (individual(s) directly involved or his/her direct report), or where the complaint directly involves the Head of School, the concern may then be brought to the attention of the Head of School.

It is preferred that the complaint be in writing. The complaint 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. Within ten working days from the date on which the written statement was received, the Head of School will either issue a written response to the grievant or contact the grievant to schedule a time to discuss the issue. Human resources may be consulted for assistance in certain cases.

4. **Prepare a Written Grievance for the Board of Directors.** In cases when the concern has not been addressed at Steps 1, 2, and 3 to the satisfaction of the grievant, the grievant may file a formal written grievance to the CSCA 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 at www.cscharter.org. Within fifteen working days from receipt, the Board President, or his/her designee, will review the

written grievance and provide a written response to the grievant. If the Board Chair, or his/her designee, determines that the grievance warrants full review by the Board, the Board shall review the grievance within fifteen working days or at its next regularly-scheduled Board Meeting and issue a written decision to the grievant within fifteen working days of the meeting. In situations where a resolution cannot be reached with an anonymous complaint, the Board may choose to disclose details if necessary (unless in cases of harassment or discrimination). The Board's review of the grievance may be held in executive session in accordance with the Colorado Open Records Act.

While any member of the public may speak during public comments in an open board meeting, no grievance issue will be addressed by the Board without the grievant having first followed these proper procedures.

- 5. 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 with 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.

Additional Consideration:

To ensure that language barriers do not hinder non-native English speakers from filing grievances, CSCA will offer an interpreter for meetings or written complaints when needed. All rules regarding the resolution process, whether conducted in person or in writing, will apply to both the individual filing the grievance and their interpreter.

Adopted: November 21, 2024

REFERENCES: [CSI Grievance Policy](#)