General Grievance Policy

Salt Lake Arts Academy (the “School”) seeks to promote harmony among its employees, faculty, students and parents and to encourage equitable solutions to problems arising among them. The School believes that most concerns and differences are best addressed through open and honest communication conducted in an informal, respectful and civil manner and that effective resolution depends on direct, prompt and constructive dialogue.
The following procedures are adopted to meet these goals.

Parent Grievances

● The Board recognizes that effective school governance requires that the primary responsibility for issues involving student discipline, curriculum, assessment and promotion and other day-to-day decisions regarding school management, lies with the faculty, staff and Principal of the School and these individuals are best suited to resolve conflicts that arise with respect to these issues. The Board has the authority to appoint, employ and remove the Principal but primary responsibility and authority over faculty, staff and volunteer organizations of the School are vested in the Principal. The Board, therefore, will exercise any authority in this policy conservatively and narrowly so as not to usurp the authority granted to the Principal.

● Informal Procedures: A parent should first attempt to resolve any grievance through discussion with the relevant teacher(s) or other involved person. If a parent’s concern has not been adequately addressed through an informal discussion with the teacher involved, the parent should next attempt to resolve the grievance with either the Dean of Students or the Director of Academic Engagement, then the Principal. If a grievance cannot be resolved in such informal manners, the parent may initiate a formal grievance procedure.

● Formal Grievance Procedure: In instances, where informal means are ineffective or otherwise not feasible, the School offers these more formal grievance procedures. Grievance proceedings and information shall be kept confidential at all levels to the extent feasible and permitted by law. A parent grievance is a formal written claim by a parent or group of parents identifying the concern, identifying the individual or group’s resolution attempts, and identifying any law, policy or practice that is implicated by the

concern. No one shall retaliate against a parent or student who files or whose parent files a grievance under this policy. Failure of a parent to comply with timelines listed below may result in denial of a grievance request.

● **Level One** – Supervisory Request and Conference. Parent may, by written request, seek a conference to address an unresolved grievance. In the case of a faculty member, such grievance shall be first addressed to either the Dean of Students or the Director of Academic Engagement; in the case of non-faculty employees, such grievance shall be first addressed to the employee's direct supervisor. If there is no direct supervisor the

grievance should be addressed to either the Dean of Students or the Director of Academic Engagement.

o The request shall succinctly describe the specific grievance(s) and related details, and shall identify any specific policy, rule, regulation, law or normative practice believed to have been violated, and shall provide other relevant information to help the Department Head or supervisor adequately understand the nature of the Grievance.

o The grievance shall be filed within **fourteen days** of the incident(s) or the last informal attempt to resolve the grievance, provided that such attempt was made within ten days of the last incident.

o Following receipt of the written request, the supervisor or Dean of Students or Director of Academic Engagement shall, if feasible, conduct a conference with the aggrieved parent within seven days of the written report. Within seven days following the conference, the staff handling the grievance will state in writing his position on the grievance and a copy will be given to the parent.

o In the event the parental grievance is directed towards the Dean of Students or Director of Academic Engagement, the parent should first attempt to resolve any grievance through informal discussion with that person (the Dean of Students or Director of Academic Engagement). If a grievance cannot be resolved in such an informal manner, the parent may initiate a formal grievance procedure by written notice to either the Dean of Students or the Director of Academic Engagement. If the grievance is with the Dean of Students and cannot be worked out directly with the Dean then the Director of Academic Engagement should be contacted. Likewise, if the grievance is with the Director of Academic Engagement the Dean of Students should be contacted. Failing a satisfying conclusion with either of those parties the aggrieved party should contact the Principal, which shall proceed as outlined in Level Two, below.

● **Level Two -** Principal Request and Conference. If the grievance is not resolved at Level One, the parent may appeal the Dean of Students or Director of Academic Engagement's

decision in writing to the Principal if the Principal was not involved in the Level One Conference.

o The appeal must be made within **seven days** following receipt of the Dean of Students or Director of Academic Engagement's written Level One response to the grievant. If the formal grievance is initiated at Level Two because it involves a Department Head or supervisor, the grievance shall be filed within **fourteen days** of the incident(s) or the last informal attempt to resolve the grievance, provided that such attempt was made within ten days of the last incident.

o The Principal will review the grievance and conduct an informal hearing, when feasible, within fourteen days following receipt of the written appeal or notice of grievance.

o Either party may, with approval by the Principal, present witnesses and other evidence to help resolve the matter. The employee shall have no right to have an attorney or other advocate present.

o The request shall succinctly describe the specific grievance(s) and related details, and shall identify any specific policy, rule, regulation, law or normative practice believed to have been violated, and shall provide other relevant information to help the Principal adequately understand the nature of the grievance.

o The Principal shall issue a written response to the grievant and the person deciding the level one review (either the Dean of Students or Director of Academic Engagement) within five days following the hearing and create a written record of the evidence received and determination made.

o Decisions of the Principal are final, not subject to further appeal, except in the following instances:

- Decisions involving an alleged violation of a contractual right; or,
- Decisions involving an alleged violation by the School of state or federal law.

o The Board retains discretion to determine whether an alleged violation involves a "final" or "appealable" decision by the Principal. The Board may consider all available evidence in the record established at the time of the decision and any other evidence it deems necessary for consideration.

o In the event the parental grievance is directed towards the principal, parent should first attempt to resolve any grievance through discussion with the principal. If a grievance cannot be resolved in such an informal manner, the parent may initiate a formal grievance procedure by written appeal directly to the Governing Board, which shall proceed as outlined in Level Three, below.

● **Level Three** - Appeal to the Board: Discretionary Appeals and Appeals of Right. If a parent is not satisfied with the disposition of his/her grievance at Level Two, the parent may, within **seven days** of receiving notice of the decision or recommended action from the Principal, submit a written request to the Board Chairperson to appeal the Principal's decision or recommendation and to request a formal hearing.

If the formal grievance is initiated at Level Three because it involves the Principal, the grievance shall be filed within **fourteen days** of the incident(s) or the last informal attempt to resolve the grievance, provided that such attempt was made within ten days of the last incident. If the grievance is brought directly to the Board on the basis that it involves the Principal, the Board shall hear it as if it is an appeal of right.

o Within seven days of receiving the written request for appeal, when feasible, the Board Chairperson or his/her designee or relevant committee shall issue a written notice to the grievant and the Principal indicating whether Principal's determination is "final" in nature or whether the Board shall, consequently, by discretion or by right of appeal, grant a hearing. The notice shall also specify, if a hearing is granted, the time and guidelines by which it will be conducted, including whether the hearing will be based strictly on a review of the existing record, whether the grievant will have the opportunity to be present at the hearing, the type of evidence to be considered by the Board, and other relevant procedural details.

o If a hearing is granted, a panel of the Board consisting of at least three members shall hear the grievance within seven days from the date the Board Chairperson's notice is issued to the grievant, except when the parties agree to extend the timeline. Any appeal to the board panel will normally be on the written record only, unless the panel determines that additional information should be presented, including an appearance and presentation of information by the grievant. The grievant and Principal shall be informed in writing of the panel's decision within seven days after the hearing, if feasible.

o Extensions in appeal timelines may be granted if the board panel determines there is a reasonable need for such extension. The board panel may affirm, reverse, or modify the decision of the Principal.

o The Principal or Board may develop a grievance form to assist in recording each step of the grievance process.

Employee Grievances

● Informal Procedures: A faculty or staff member (the "employee") should first attempt to

resolve any grievance through discussion with the relevant person involved. If this is not feasible or the grievance is not adequately addressed, the aggrieved should take their case to the Director of Academic Engagement or the Dean of Students. If a grievance cannot be resolved in such an informal manner, the employee may initiate a formal grievance procedure.

● If the grievance is with one's direct supervisor, or Department Head, the grievance should first be taken to that specific individual, informally, in an effort to find an amicable Solution.

● In circumstances where one's grievance is with one's direct supervisor and there are factors involved that make addressing the grievance specifically with a direct supervisor problematic, the employee should address raise the grievance directly with the Dean of Students or the Director of Academic Engagement. If the grievance is with either the Dean of Students or the Director of Academic Engagement, the aggrieved party can take their case directly to the Principal, in accordance with Level Two, below.

● In circumstances where one's grievance is directly with the Principal and resolution through one's direct supervisor has not been satisfactory, the aggrieved faculty or staff member may file a formal grievance directly with the Governance Committee of the Governing Board in accordance with Level Three, below.

● Formal Grievance Procedure: In instances, where informal means are ineffective or otherwise not feasible, the School offers these more formal grievance procedures. Grievance proceedings and information shall be kept confidential at all levels to the extent feasible and permitted by law. An employee grievance is a formal written claim by an employee or group of employees stating that there has been an intrusion on an individual's or the group's rights or interests afforded by law, policy, or practice.

● No one shall retaliate against an employee who files a grievance under this policy. Failure of an employee to comply with timelines listed below may result in denial of a grievance request.

● Level One – Supervisory Request and Conference. An employee may, by written request, seek a conference with an immediate supervisor to address an unresolved grievance. In the case of a faculty member, such grievance shall be first addressed to the Dean of Students or Director of Academic Engagement; in the case of non-faculty employees, such grievance shall be first addressed to the employee's direct supervisor.

- o The request shall succinctly describe the specific grievance(s) and related details, and shall identify any specific policy, rule, regulation, law or normative practice believed to have been violated, and shall provide other relevant information to help the supervisor adequately understand the nature of the grievance.

o The grievance shall be filed within **fourteen days** of the incident(s) or the last informal attempt to resolve the grievance, provided that such attempt was made within ten days of the last incident.

o Following receipt of the written request, the Dean of Students, Director of Academic Engagement or supervisor shall, if feasible, conduct a conference with the aggrieved employee within seven days of the written report. Within seven days following the conference, the Dean of Students, Director of Academic Engagement or supervisor will state in writing his position on the grievance and a copy will be given to the employee.

o In the event the employee grievance is directed towards his/her direct supervisor or Department Head, the employee should first attempt to resolve any grievance through discussion with the supervisor, Dean of Students or Director of Academic Engagement. If a grievance cannot be resolved in such an informal manner, the employee may initiate a formal grievance procedure by written appeal directly to the Principal, which shall proceed as outlined in Level Two, below.

● **Level Two** - Appeal to the Principal. If the grievance is not resolved, the employee may appeal the Dean of Students, Director of Academic Engagement or supervisor's decision in writing to the Principal if the Principal was not involved in the Level One Conference.

o The appeal must be made within **seven days** following receipt of the Department Head's or supervisor's written Level One response to the grievant. The Principal will review the grievance and conduct an informal hearing, when feasible, within seven working days following receipt of the written appeal. If the formal grievance is initiated at Level Two because it involves the Dean of Students, Director of Academic Engagement or supervisor, the grievance shall be filed within **fourteen days** of the incident(s) or the last informal attempt to resolve the grievance, provided that such attempt was made within 10 days of the last incident.

o Either party may, with approval by the Principal, present witnesses and other evidence to help resolve the matter. The employee shall have no right to have an attorney or other advocate present.

o The Principal shall issue a written response to the grievant and Dean of Students, Director of Academic Engagement or supervisor within five days following the hearing and create a written record of the evidence received and determination made.

o Decisions of the Principal are final, not subject to further appeal, except in the following instances:

- Decisions involving an alleged violation of a contractual right;
- Decisions involving an alleged violation by the School of state or federal

law; or

▪ Decisions involving loss of pay, suspension without pay, or dismissal of an employee during the term of his/her contract (i.e., not involving an at-will employee).

o The Board retains discretion to determine whether an alleged violation involves a "final" or "appealable" decision by the Principal. The Board may consider all available evidence in the record established at the time of the decision and any other evidence it deems necessary for consideration.

o In the event the employee grievance is directed towards the Principal, the employee should first attempt to resolve any grievance through discussion with the Principal. If a grievance cannot be resolved in such an informal manner, the employee may initiate a formal grievance procedure by written appeal directly to the Board, which shall proceed as outlined in Level Three, below.

● **Level Three** - Appeal to the Board: Discretionary Appeals and Appeals of Right. If an employee is not satisfied with the disposition of his grievance at Level Two or is subject to disciplinary action or recommendation for disciplinary action by the Principal, the employee may, within **seven days** of receiving notice of the decision or recommended action from the principal, submit a written request to the Board Chairperson to appeal the Principal's decision or recommendation and to request a formal hearing.

o If the formal grievance is initiated at Level Three because it involves the Principal, the grievance shall be filed within **fourteen days** of the incident(s) or the last informal attempt to resolve the grievance, provided that such attempt was made within ten days of the last incident. If the grievance is brought directly to the Board on the basis that it involves the Principal, the Board shall hear it as if it is an appeal of right.

o Within seven days of receiving the written request for appeal, when feasible, the Board Chairperson or his designee shall issue a written notice to the grievant and the Principal indicating whether Principal's determination is "final" in nature or whether the Board shall, consequently, by discretion or by right of appeal, grant a hearing. The notice shall also specify, if a hearing is granted, the time and guidelines by which it will be conducted, including whether the hearing will be based strictly on a review of the existing record, whether the grievant will have the opportunity to be present at the hearing, the type of evidence to be considered by the Board, and other relevant procedural details.

o If a hearing is granted, a panel of the Board consisting of at least three members shall hear the grievance within seven days from the date the Board Chairperson's notice is issued to the grievant, except when the parties agree to extend the timeline. Any appeal to the board panel will normally be on the written record

only, unless the panel determines that additional information should be presented, including an appearance and presentation of information by the grievant.

o The grievant and Principal shall be informed in writing of the panel's decision within seven days after the hearing, if feasible.

o Extensions in appeal timelines may be granted if the board panel determines there is a reasonable need for such extension. The board panel may affirm, reverse, or modify the decision of the Principal.

● The Principal or Board may develop a grievance form to assist in recording each step of the grievance process.