



Jackson Day School

Board Policy-Grievance for Families and Staff

1) Purpose

- a. Jackson Day School's Board welcomes feedback from staff and families both positive and negative. The board recognizes the need for a process for staff and parent/guardians to file an official statement of a complaint over something believed to be wrong or unfair. The purpose of this policy is to ensure a stepped process is in place for an impartial resolution to any actual or perceived grievances.

2) Grievance

- a. Filing a grievance should be reserved for a clearly defined problem which has not been resolved by other means. It is an avenue through which staff and parents can seek a clearly defined resolution to a problem or incident. A formal grievance is not intended for feedback or suggestions.
- b. A grievance under this policy may be filed if a staff or parent/guardian is aggrieved by a decision of a school employee or board member involving:
 - i. An alleged violation of a specified federal law, state law, State Board of Education Policy, State Rule, or local Board policy or administrative regulation; or
 - ii. The terms or conditions of employment or employment status of a school employee.
 - iii. Matters concerning students such as long term suspension, retention, etc.

3) Attempt to Resolve Problem

- a. Before filing an official grievance, a staff or parent/guardian should attempt to resolve a problem or concern by;
 - i. **First Step**-staff or parents/guardians should address their concern directly with the appropriate staff/board member
 - ii. **Second Step**-If unsatisfied with the results after speaking with the staff member, staff or parents/guardians should address their concern directly with the Dean of Students/Department Head.
 - iii. **Third Step**-If unsatisfied with the results after speaking with the Dean of Students/Department Head, staff or parents/guardians should address their concern directly with the Head of School
 - iv. **Fourth Step**-If still unsatisfied with the results after speaking with the Head of School, a formal grievance may be filed.
 - v.

**If grievance is with the Head of School, the staff or parents/guardians should address their concern with the Head of School. If unsatisfied with the results they should address their concern with JDS Board Chair and/or Co-Chair. If unsatisfied with results a formal grievance may be filed.*

**If grievance is with an individual board member, the staff or parent/guardians should address their concern with the board member. If unsatisfied with the results they should address their concerns with JDS Board Chair and/or Co-Chair. If unsatisfied with results a formal grievance may be filed.*

4) To File a Formal Grievance

- a.** A grievance is untimely if it is not submitted in writing under no later than 30 business days after the event(s) giving rise to the grievance. The failure to meet these deadlines shall prevent the staff or parent/guardian from proceeding under the grievance policy or with a Board hearing, but it shall not prevent a review and/or investigation of the grievance.
- b.** Grievances are to be submitted on a school-issued grievance form to the Chairman or Co-Chairman of the Board of Directors.
 - i. Information on how to contact Board of Directors will be posted on the school's website.
 - ii. School-issued grievance forms shall contain but not limited to; name of person (s) filing grievance, contact information, name of person (s) grievance is with, and a section to describe the grievance to be investigated
 - iii. A grievance cannot be anonymous, but will be kept confidential, and receipt of a grievance will be acknowledged promptly.
- c.** Copies of all grievances will be distributed to the Grievance Committee, the Head of School and the Board of Directors within 5 business days of receiving the grievance.
- d.** The Grievance Committee will conduct an inquiry including a hearing or meetings as needed to respond to the complaint.
- e.** If the staff or parent/guardian is unsatisfied with the decision of the Grievance Committee, they may file a rebuttal.
 - i. The Board of Directors will hear the evidence and recommendations from both the Grievance Committee and the staff or parent/guardian to formally accept or change the previous decision made by the Grievance Committee.
- f.** At each step of the process, the Grievance Committee and/or Board shall have 15 days to review and/or investigate and attempt to resolve the matter. At the end of this time period, the staff or parent/guardian shall have 10 days in which to file the written grievance at the next step in order to proceed to the next step. The 10-day deadline begins to run at the end of the 15-day period the Grievance Committee/or Board has to investigate and/or attempt to resolve.

5) Adoption

- a.** This board policy was originally adopted by the Mountain Island Day Schools' governing board on November 30th, 2017, modified on January 10th, 2019. It was updated on January 6th, 2022 with school's new name Jackson Day School.

Items addressed:

- Grievance for Staff Members
- Grievance for Families