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Board Policy-Grievance Policy for Families and Staff

BoBoard Policy-Admission and Enrollment (Includes lottery procedures)

ard Policy-Admission and Enrollment (Includes lottery procedures)

Jackson Day School

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1. **Purpose**
   1. 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 is to ensure a stepped process is in place for an impartial resolution to any actual or perceived grievances.
2. **Grievance** 
   1. 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 families and staff can seek a clearly defined resolution to a problem or incident. A formal grievance is not intended for feedback or suggestions. A grievance under this policy may be filed if a staff or parent/guardian is aggrieved by a decision of a school employeeinvolving:
      1. An alleged violation of a specified federal law, state law, State Board of Education Policy, State Rule, local Board policy or administrative regulation.
      2. Terms or conditions of employment or employment status of a school employee.
      3. Matters concerning students such as long-term suspension, retention, etc.
3. **Attempt to Resolve Problem**
   1. Before filing an official grievance, a parent/guardian or staff should attempt to resolve a problem or concern by;
      1. **First Step**-staff or parents/guardians should address their concern directly with the appropriate staff member and
      2. **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
      3. **Third Step**-If unsatisfied with the results after speaking with the Dean of Students, parents/guardians or staff should address their concern directly with the Dean of Operations/Head of School
      4. **Fourth Step**-If still unsatisfied with the results after speaking with the Dean of Operations/Head of School, a formal grievance may be filed.

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

1. **To File a Formal Grievance** 
   1. A grievance is untimely if it is not submitted in writing no later than 30 business days after the event(s) giving rise to the grievance. The failure to meet these deadlines shall prevent the parent/guardian or staff from proceeding under the grievance policy or with a Board hearing, but it shall not prevent a review and/or investigation of the grievance.
   2. Grievances are to be submitted on a school-issued grievance form to the Chairman or Co- Chairman of the Board of Directors. (Board contact information will be posted on website).
      1. School-issued grievance forms shall contain but not limited to; name of person(s) filinggrievance, contact information, name of person(s) grievance is with, and a section to describe the grievance to be investigated
      2. A grievance cannot be anonymous, but will be kept confidential, and receipt of a grievance will be acknowledged promptly.
   3. Copies of grievance will be distributed to the Grievance Committee, the Head of School and the Board of Directors within 5 business days of receiving the grievance.
   4. The Grievance Committee will conduct an inquiry including a hearing or meetings as needed to respond to the complaint.
   5. If the staff or parent/guardian is unsatisfied with the decision of the Grievance Committee, they may file a rebuttal.
   6. The Board of Directors will hear the evidence and recommendations from both the Grievance Committee and the parent/guardian or staff to formally accept or change the previous decision made by the Grievance Committee.
   7. At each step of the process, the Grievance Committee and/or Board shall have 15 days to review, investigate and attempt to resolve the matter. At the end of this time period, the parent/guardian or staff 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.
2. **Adoption**
   1. This board policy was adopted by the Jackson Day Schools’ governing board on November 30th, 2017, modified on February 6th, 2018. The policy was updated with the school’s new name on March 30th, 2022.

Items addressed:

* -  Grievance for Staff Members
* -  Grievance for Families