

# The Classical Academy



Policy Procedures  
Approved: TCA Board

Colorado Springs, Colorado

TCA#: KE-B-TCA  
Date: 1/25/2010

Series: TCA Board  
Point of Contact: Board Chairman

## **Public Concerns and Conflict Procedures**

Dear Parents,

The TCA Concerns and Conflicts Procedures contained on the following pages are designed to clearly and concisely describe a process which allows you to seek resolution to unresolved issues. We sincerely hope to partner with you when resolving issues, but recognize that there may be times in which you disagree with a classroom or administrative decision, and we want to afford you a clearly defined and understandable appeals process.

Please be aware that as you work through this conflict resolution process, if at any time you have a concern over the attitude, professionalism, ethics, or your treatment by a staff member at TCA, that concern then becomes an unresolved conflict, and must be addressed as a completely separate incident – apart from any initial issue. In order to satisfactorily address each conflict and to avoid convoluting the issues, you must address them separately in writing, beginning with the appropriate complaint form (explained in the following procedures). The TCA staff, Principals, President, and Board will not entertain complaints about staff members that have not been formally addressed using the appropriate forms and appeals procedures. TCA will continue to be very sensitive to issues related to the treatment of students and/or their parents, and this resolution process is intended to provide you with a well defined means of describing and bringing forth concerns.

While the following procedures designate appropriate timelines and steps for raising concerns and receiving feedback, if your concern involves imminent danger to a student, staff member, or other member of our community, or if there is an urgent need for immediate resolution to the matter, please make that issue known to a TCA staff member and request that the TCA President immediately be notified in order to expedite this process. If such a request is not granted, you and our staff must adhere to the guidelines presented in these procedures. Failure to adhere to these requirements may result in a denial of all appeals.

### Classroom Level Procedure

If you have a concern you should set up a meeting with the classroom teacher or appropriate individual with the goal of resolving the matter informally. Communication is essential to resolving concerns and conflicts. It is important that the classroom teacher or appropriate individual understands your concern so they may fully address it and resolve. It is important to determine how the concern violates policy, and to identify your suggested remedy. TCA desires your input with respect to concerns and conflicts. It is our goal to respond to your concern in a timely manner; the classroom teacher or appropriate individual shall provide you with their decision within three working days of being notified that there is a concern. This may occur over the phone, face to face or via email.

### School Administrative Level Procedure

If you wish to pursue a concern because it has not been resolved to your satisfaction, TCA requests that you submit in five working days (within receipt of the Classroom Level decision) a School Administrative Procedure Level Form (this form may be picked up at any school office or downloaded on-line). To pursue the matter, you should describe the concern in writing (along with the grounds and your suggested remedy for the concern). The completed form should be given to the appropriate school administrator (likely the child's principal). The school administrator will diligently review the concern/complaint and will contact you to set up a meeting. The purpose of this meeting is to understand the situation fully. The meeting will include the staff member who provided the decision at the Classroom Level (unless the staff member opts to not attend). Within five working days after receiving your

written concern, the principal or Classroom Level appropriate supervisor shall communicate to you his/her written decision. This decision shall include the findings, conclusions, and recommendations of the school administrator. It is our intention that both parties will come to an understanding that is consistent with TCA student and parent expectations and the conflict be resolved with respect and fairness.

*\*The School Administrator or her/his designee may exercise the discretion to extend the time frame for which you have to submit a School Administrative Procedure Level Form.*

### Office of the President Procedure

If after receiving the written decision of the School Administrator you are not satisfied with the outcome of your concern at the School Administrative Procedure Level, you may file within five working days a written *appeal* form to the Office of the President (this form may be picked up at any school office or downloaded on-line). The written appeal shall include the Classroom Level and School Administrative Procedure Level decisions. At the Office of the President Procedure Level, *such appeals may or may not* be heard by the President or her/his designee within five working days of receipt of the appeal. If a meeting takes place, written and verbal notice of the time and place of the meeting shall be given by the President, or her/his designee, to you not fewer than three working days prior to the meeting.

If a meeting takes place, the meeting will include the staff member who provided the decision at the Classroom Level (unless the staff member opts to not attend), the Administrator who provided the decision at the School Administrative Procedure Level (unless the administrator opts to not attend), and the President or her/his designee. The meeting shall be limited to those grounds specified in the written concern signed by you.

Within five working days of the meeting, the President, or her/his designee, shall communicate his/her decision in writing to the appropriate principal, appropriate teachers and you. The decision shall include the findings and conclusions of the President or his/her designee.

*\*The President or her/his designee may exercise the discretion to extend the time frame for which you have to submit an Office of the President Procedure Form.*

### Board Level Procedure

If you are not satisfied with the decision at the Office of the President Procedure Level, you may, within five working days, submit your concern to the Board Level requesting a hearing before the Board. The Board President or her/his designee has the opportunity to work with the family to resolve the conflict prior to an official appeal to the entire Board of Directors.

The Board shall respond to the request for a hearing no later than its next regularly scheduled meeting, provided it has received the request at least five working days prior to such meeting. If the Board agrees to hear the appeal, the hearing shall be held no later than the next regularly scheduled meeting the hearing will include the staff member who provided the decision at the Classroom Level (unless the staff member opts to not attend), the Administrator who provided the decision at the School Administrative Procedure Level (unless the administrator opts to not attend), and the President or her/his designee. The meeting shall be limited to those grounds specified in the written concern signed by you, after the Board's decision to hear the appeal. The Board shall render its written decision to the complainant not later than fifteen working days after hearing the appeal. The Board may agree not to hear the appeal. In such instances, the decision of the Office of the President Procedure Level (or her/his designee) shall be final.

*\*The Board may exercise the discretion to extend the time frame for which you have to submit a TCA Board Appeal Request Form.*

### Feedback

TCA administration shall provide a feedback form to be completed by Parents once there is complete resolution at any level to the issue at hand. The results of these feedback forms will be tracked and ongoing reports will be

# Conflict Resolution Request Form

## School Administrative Procedure Level

*\*This form must be submitted within five (5) working days of receipt of the Classroom Level decision.*

Please list/indicate what steps you have already taken to resolve this concern. If you have not attempted to resolve this issue at the Classroom Level, please do so before using this form.

I talked/met with the teacher: Yes  No  N/A  Date \_\_\_\_\_

**Name:** \_\_\_\_\_

**Name of School:** \_\_\_\_\_

**Date Conflict Occurred:** \_\_\_\_\_

**Specific description of conflict:**

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**Resolution you are seeking:**

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# Conflict Resolution Appeal Request Form

## Office of the President Procedure Level

*\*This form must be completed within five (5) working days of the receipt of the School Administrative Procedure Level decision.*

Please list/indicate what steps you have already taken to resolve this concern. If you have not attempted to resolve this issue at the Classroom and School Administrative Procedure Level, please do so before using this form.

I talked/met with the teacher: Yes  No  N/A  Date \_\_\_\_\_

I talked/met with the appropriate school administrator: Yes  No  N/A

Date: \_\_\_\_\_

**Name:** \_\_\_\_\_

**Name of School:** \_\_\_\_\_

**Date Conflict Occurred:** \_\_\_\_\_

**Specific Description of Conflict:**

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**Basis for Claim and Relief Sought:**

\_\_\_ Do you dispute the policy?

\_\_\_ Do you dispute the facts?

\_\_\_ Do you dispute how the policy was applied with the facts?

**Briefly explain your claim:**

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**Briefly explain the result you are seeking:** \_\_\_\_\_

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## TCA Board Appeal Request Form

Before appealing an issue to the TCA Board of Directors, it is mandatory that you have first attempted to resolve this issue at the appropriate administrative levels. If you have not already done so, please do so or else explain why you are attempting to by-pass that step in the conflict resolution process.

Have you escalated this issue to the TCA President? Yes  No  Date \_\_\_\_\_

If not, why not? \_\_\_\_\_

**Name:** \_\_\_\_\_ **Date of Request:** \_\_\_\_\_

**Contact information:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Preferred Phone Number:** \_\_\_\_\_

### Grounds for Escalation:

\_\_\_ Does the President endorse this appeal in order to promote a change or request clarification from the TCA Board?

\_\_\_ Do you request that the board permanently change a school policy?

\_\_\_ Do you request that an exception be made to a school policy? Explain the justification below.

\_\_\_ Do you allege that a conflict of interest exists with the President's decision?

\_\_\_ Do you allege a violation of the law or TCA policy? Explain.

\_\_\_ Do you allege that a judgment call grossly violated TCA's mission and values?

### Briefly explain your claim, including dates and parties involved:

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**Briefly explain the result you are seeking:** \_\_\_\_\_

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**TCA Conflict Resolution Parent Feedback Form**

In an effort to help TCA Administration maintain our high standards and expectations, please complete the following survey once you have reached satisfactory closure of your concern. Please return the completed hardcopy form or email to the Office of the President.

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Would you be willing to speak with a TCA Administrator in the event that questions arise based on your responses below? Yes  No

Using the scale below please circle the answers to the following questions:  
(0=N/A, 1=extremely dissatisfied, 2= dissatisfied, 3=indifferent, 4=satisfied, 5=extremely satisfied)

- 1. How satisfied are you with the level of service you received at the Classroom Level during the conflict resolution process?**

0=N/A, 1=extremely dissatisfied, 2= dissatisfied, 3=indifferent, 4=satisfied, 5=extremely satisfied

- 2. How satisfied are you with the level of service you received at the School Administrative Procedure Level during the conflict resolution process?**

0=N/A, 1=extremely dissatisfied, 2= dissatisfied, 3=indifferent, 4=satisfied, 5=extremely satisfied

- 3. How satisfied are you with the level of service you received at the Office of the President Procedure Level during the conflict resolution process?**

0=N/A, 1=extremely dissatisfied, 2= dissatisfied, 3=indifferent, 4=satisfied, 5=extremely satisfied

- 4. How satisfied are you with the level of service you received at the Board Level during the conflict resolution process?**

0=N/A, 1=extremely dissatisfied, 2= dissatisfied, 3=indifferent, 4=satisfied, 5=extremely satisfied

- 5. How satisfied are you with the conflict resolution process?**

0=N/A, 1=extremely dissatisfied, 2= dissatisfied, 3=indifferent, 4=satisfied, 5=extremely satisfied

- 6. How satisfied are you with the timelines in which your concern was handled?**

0=N/A, 1=extremely dissatisfied, 2= dissatisfied, 3=indifferent, 4=satisfied, 5=extremely satisfied

- 7. How satisfied are you with the level of communication used throughout the conflict resolution process?**

0=N/A, 1=extremely dissatisfied, 2= dissatisfied, 3=indifferent, 4=satisfied, 5=extremely satisfied

- 8. How could TCA improve the Conflict Resolution process?** \_\_\_\_\_

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