

SKYVIEW HIGH SCHOOL

GRIEVANCE PROCEDURE TO RESOLVE STUDENT, PARENT AND EMPLOYEE COMPLAINTS

A. Students and Parents

Grievances about the School should be registered in writing with the Principal or Assistant Principal within 30 days of the concern. The administrator will determine the nature of the grievance and begin collecting all the relevant information and data. The administrator will take steps to resolve the situation in a reasonable, agreed upon time frame.

Depending on the nature and severity of the grievance, or if the parent or guardian is not satisfied with the resolution, the administrator may inform the Governing Board Chair in writing of the grievance and the plan to address the grievance. The parent/guardian may also contact the Governing Board Chair, whose contact information may be obtained at the School's front desk.

The Board will make every effort to consider the grievance within 30 days. The Board shall have final authority to hear and decide on actions as a result of parental concerns.

Parents will always be welcome to attend monthly Board meetings. Public notice for these meetings will be placed on the front door of the School and posted online. Parents will be welcome to voice comments, concerns, or recommendations during the Public Comment period of any meeting of the Board.

B. Employees

Any employee with a grievance will present the issue or concern in writing to the Principal within forty-eight (48) hours of any offending event. The Principal will respond within twenty-four (24) hours (or the following school day) by holding a face-to-face meeting with the employee. The Principal will inform the employee that a full investigation of the complaint will be undertaken and a resolution provided in a reasonable, agreed-upon time frame. The Principal will collect all of the relevant information and data (who, what, when, why, and where).

The follow-up communication with the employee will be accomplished in an appropriate manner and may include a meeting to discuss the results of the investigation and next steps. If the employee is not satisfied with the results, he/she may appeal, in writing, through the chain of command. Depending on the nature and severity of the issue, the Principal may inform the Board of the complaint and the plan to address it.