



GRIEVANCE POLICY

SECTION 1. BEN FRANKLIN ACADEMY

MISSION

The mission of Ben Franklin Academy is to develop young adults with character like America's founding Renaissance man, Benjamin Franklin: well-read, scientifically curious, and civically engaged.

VISION

Our students will excel academically through a challenging, sequenced curriculum that emphasizes math, science, and literacy. We will be a data driven institution, focusing on individual students. Our students, teachers, parents, staff, and leaders will be held accountable for the success of our school. Finally, we recognize that an education is incomplete without fostering the arts, sports, nature, and character.

PURPOSE

The purpose of this grievance policy is to provide the means by which individuals may present unresolved questions, concerns, issues, or disputes for resolution. As Ben Franklin Academy ("the Academy") seeks to follow Benjamin Franklin's thirteen virtues at all times, we will strive to manage grievances according to Benjamin Franklin's thirteen virtues. We will hold each student, parent, teacher, administration, and staff member to a high standard of behavior at all times and especially during the grievance procedure.

SECTION 2. GRIEVANCE

Ben Franklin Academy ("Academy") believes concerns, complaints, or grievances should be addressed in a timely manner. While the Academy welcomes constructive criticism, such criticism should be focused on improving the quality of the educational program or to equip the administration, faculty, or the Board of Directors ("Board") to do their tasks more effectively in order to benefit the students.

The Board provides the appropriate direction and guidelines to ensure that the Academy's faculty and staff are comprised of competent, ethical, and responsible professionals and ensures that Academy employees are free from unnecessary, spiteful, or destructive criticism and complaint. Therefore, whenever a complaint is made directly to the Board as a whole, or to a Board member as an individual, the complaint will in all circumstances be referred back through the proper channels or to the Principal for appropriate processing and response.

All complaints and grievances must be in writing and a Complaint and Grievance Form must be used to formally initiate the complaint process at any level. Also, thorough documentation is required as parties proceed collaboratively toward the solution of the complaint and/or concern.

Any complaints and/or concerns directed at one person (student, parent, teacher, administration, or staff) will not be discussed in a public meeting. If at any time an individual believes that any action taken by a staff member or the Principal is illegal, that person should immediately take his/her concern to the Board President.

This document is intended to provide general guidance regarding the Academy's grievance philosophy and its approach to handling grievances. In general, individuals are required to attempt to resolve their issues with the person with whom they are having a concern before moving to the next level in the procedure. As such, the principal shall not address a parent's grievance with a teacher until the parent has addressed the grievance with the teacher as mentioned below. Similarly, the board shall not address a parent's grievance with the principal until the parent has addressed the grievance with the principal.

The proper steps (levels) to address complaints involving instructions, discipline, or learning materials will be as follows:

LEVEL ONE – THE TEACHER

Individuals should present specific grievances in writing (letter or email) to the teacher and request an appointment to discuss the specific issue with the teacher. It should be the intent of both parties to schedule this meeting in a timely fashion. At this meeting, the individual and teacher/staff member should decide on a course of action and commit this plan to writing with an intent to collaboratively remedy the situation and provide a set of actions and a timeline for accomplishing the agreed upon action(s).

If appropriate, this plan will be reviewed periodically. And, if needed, the individual and teacher/staff member can revise the plan accordingly.

If the concern is with the Principal, the *Complaint and Grievance Form* should be directly filed with the Principal and the above procedures followed with the principal.

LEVEL TWO - THE PRINCIPAL

If, after the plan of action has been completed and either party involved in the complaint still feels as though the situation has not improved satisfactorily, then that party may provide the Principal with his/her grievance in writing. This can be done using the same *Complaint and Grievance Form* noting the date and result of the meeting(s) with the teacher. It will then be the responsibility of that party to schedule an appointment to discuss the issue with the Principal. The Board recommends that the teacher be included in this meeting; however, this is not required.

The purpose of Level Two is to either concur with the plan of action as developed in Level One or develop a new plan as agreed to by all parties. The Principal will also schedule a follow-up appointment with the initial party to keep abreast of the situation.

If the grievance is with the principal, this level may be skipped.

LEVEL THREE - THE BOARD

If a party continues to be dissatisfied with the resolution of the issue, then, and only then, the party may bring the concern or issue to the attention of the Board President. This must be done in writing and can be done using the same *Complaint and Grievance Form* noting the dates and results of the meetings with the teacher and the principal. The Board President will then assign a Board member to serve as a liaison and stay in contact with the Principal and the parties as everyone tries to reach a resolution to the problem.

If the issue continues to be unresolved, a three-party-panel made up of two Board members and the Principal will hold a hearing with all parties and render a recommendation to the entire Board within seven (7) school days of this hearing. The Board will then issue a final decision in a timely manner. At this point the Board will consider the matter closed.

LEVEL FOUR – THE DISTRICT

District. In the event the individual continues to be dissatisfied with the resolution of the issue, at that time the individual may bring his/her written complaint to the attention of the District or Board of Education. The Douglas County Board of Education WILL NOT accept a grievance unless written documentation is provided demonstrating that Level One, Level Two, and Level Three have been followed.

POLICY HISTORY:

Original: approved by the board XXXXXX