

Grievance Procedure (Students and/or Parents) **(9-3-08)**

Introduction

HCCPS is a community based on consensus. In that spirit we embrace the importance of open dialogue and communication among the community. Therefore, we strongly support dialogue as the first, and necessary step to our school grievance procedure. If a face-to-face dialogue does not resolve the conflict, then the following process shall be used. HCCPS staff members may not use this process to resolve their grievances.

A. Definition

A “grievance” is a claim based upon an event or condition which affects the welfare and/or education of a student. A “grievant” is defined as a student and/or parent submitting the grievance.

B. Time Limits

The purpose of this procedure is to secure, at the lowest possible administrative level, equitable solutions to the problems which may from time to time arise affecting the welfare or education of students. Both parties agree that these proceedings will be kept as informal and confidential as may be appropriate at any level of the procedure. Nothing in this grievance procedure will preclude the parties from resolving issues informally, provided said informal resolution does not violate the policies of the Board of Trustees.

Since it is important that grievances be processed as rapidly as possible, the number of days indicated at each level should be considered as maximum, and every effort should be made to expedite the process.

A “grievance” shall be deemed to have been waived, and shall not be further processed under this grievance process if it has not been presented or pursued within those time limits herein set forth. The time limits specified may be extended by a mutual agreement in writing.

D. Levels/Procedure

Level One

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A student and/or parent with a grievance will present it, in writing, to a Domain Coordinator within fifteen (15) school days of the time the student and/or parent knew or should have known of the act or condition on which the grievance is based.

Within ten (10) school days of receipt of the grievance, the Domain Coordinator will meet with the grievant. Within five (5) school days of the meeting, the Domain Coordinator will render a written response.

Level Two

If the grievance is not resolved to the satisfaction of the grievant within five (5) school days of the meeting at Level One, or if no response has been made within said time period, the grievant may present the grievance in writing to the Administrative Coordinator within ten (10) school days of the Level One response, or the response due date, whichever is earlier.

Within ten (10) school days of receipt of the grievance, the Administrative Coordinator will meet with the grievant. Within five (5) school days of the meeting, the Administrative Coordinator will render a written response.

Level Three

If the grievance is not resolved to the satisfaction of the grievant within ten (10) school days of the meeting at Level Two, or if no response has been made within said time period, the grievance may be presented in writing to the Board of Trustees within ten (10) school days of the Level Two response, or the response due date, whichever is earlier.

The Board of Trustees will schedule a hearing of the grievance at its next regularly scheduled meeting. The Board of Trustees will render its response, in writing, within ten (10) school days next following the meeting at Level Three. The Board of Trustees' decision is final and binding, and is not subject to arbitration.