

COMMUNICATION EXPECTATIONS AND PROCEDURES AND GRIEVANCES

Leman Academy of Excellence is committed to creating a culture of effective and respectful communication. When concerns arise, it is essential that all parties work together in support of all the school community. The purpose of this policy is to establish communication expectations and procedures and a grievance policy for problems that remain unresolved after discussions between the persons involved.

1. Concerns about issues that arise should follow this protocol:

Level 1. Any concern will first be discussed in private between the parent and the school employee involved. The objective of the discussions should be to resolve the matter informally at the lowest level within a few days of the issue arising. The parent should schedule a meeting through email or voicemail.

Level 2. If the concern cannot be resolved at Level 1, then the parent should schedule a meeting with the next level supervisor. A supervisory level may not be passed over in this process. The supervisor will then request a joint meeting between the parent and the employee in conflict. The supervisor will document the discussion at the meeting. At the conclusion of this meeting, the supervisor will have one work week to communicate the decision to the parent and employee.

Level 3. If the concern cannot be resolved at Level 2, the parent should submit the nature of the grievance within one work week following the decision at Level 2 in writing to the Vice President of Academics. The Vice President of Academics will then request a joint meeting between the persons in dispute and the supervisor involved in the Level 2 meeting. Clear written notes from the Level 2 meeting will be submitted with the meeting request. The Vice President of Academics shall submit the decision in writing within one week following the Level 3 meeting.

Level 4. If the concern cannot be resolved at Level 3, the parent may present their concern to the board of directors as follows:

- (a) The grievance must be submitted to the Board by giving written notice to the Board President at least seven days before the next regularly scheduled board meeting. All meeting notes and written decisions will be submitted for review.
- (b) The Board may render a decision immediately, or it may appoint two board members to investigate further and report back to the Board for a decision at its next meeting. The investigation may include meetings with the parties to the dispute. The Board's decision regarding the matter will be final.

- (c) The Board may address the matter in open session if appropriate or it may discuss the matter in executive session as provided in the Colorado Open Meetings statute.