

Kindezi Employee-Parent Grievance Policy

The Kindezi Schools will make every reasonable effort to resolve grievances and other conflicts and exhaust all options prior to involving the governing board. To this end we will adopt the problem resolution process described below.

Problem Resolution Process

Kindezi recognizes that a staff member may occasionally experience a school-related problem with a parent and that a parent may occasionally experience a school-related problem with a staff member. Kindezi's Problem Resolution Process promotes an open, constructive work environment by providing a process for school-related issues. A staff member who experiences a problem with a parent, or vice-versa, is encouraged to utilize the following problem resolution process. [Note that staff members who wish to resolve issues concerning other staff members, rather than parents, should consult Kindezi's separate Employee Grievance Policy.]

Step One: Informal Attempt at Resolution

- If a staff member or parent has a complaint against a staff member or parent in the school's community, the first step should be to attempt in good faith to resolve the issue through earnest informal dialogue.

Step Two: Mediation with Principal or Executive Director

- If the matter cannot be resolved through informal discussion, the staff member or parent may submit a written request for a face-to-face meeting with the principal and any other person or persons whose actions or decisions give rise to the matter.
- Upon receipt of such written request, the principal will, where possible, attempt to schedule a meeting with both parties to the conflict, to occur within five business days of his/her receipt of the request.
- At this meeting, each party will have the opportunity to be heard and to make a recommendation as to how the matter could be resolved.
- Within twenty-four hours after the meeting, the principal will send each party a written recommendation as to how the matter should be resolved.
- If the proceeding steps do not bring resolution with the Principal the previous steps in "Step Two" are to be followed with the Executive Director.

Step Three: Review by the Board of Directors:

- If either the staff member or parent is unsatisfied with the Step Two recommendation, s/he may file a written grievance with the chairperson of the Board of Directors (Board).
- Within five working days of receiving the formal grievance, the Board chair will respond to the grieving party in writing by acknowledging such receipt to the grieving employee and informing the grieving employee of (a) the date, time and location of the next meeting of the full board of directors, and (b) the aggrieved employee's right to appear at such meeting, bring an attorney or other advocate to represent him/her, voice her complaints, and bring witnesses to support her position.
- The Board chair will include the matter on the agenda of that meeting and allot a reasonable

amount of time for a discussion of the matter.

- The discussion will include an opportunity for the grieving staff member or parent to present his/her perspective on the matter, including any witness who will speak on his/her behalf.
- If the complaint is against another staff member, that individual will also have a chance to present a defense to the Board including any witness who will speak on his/her behalf.
- The members of the board will also have an opportunity to ask questions of the staff members and the witnesses who speak on his/her behalf.
- After the grieving staff member or parent's presentation, the Board will go into executive session to discuss the matter.
- A final decision should be made by the Board in accordance with the following principles:
 - Decisions should not be made in haste or based on inadequate information.
 - Whenever possible the Board should seek a compromise over an "all-or-nothing" solution to the conflict.
 - In matters that involve policy, the Board should look to relevant policies approved by the Board and to the charter petition for guidance in the matter.
 - The best interests of the children of the school should be the top priority.
- The Board will vote on a resolution of the matter, and the Board chair will issue the Board's written decision within ten business days after the Board meeting at which the grievance was heard.
- All members of the Board, the school principal, and the grieving parent or staff member, as well as any other involved parties will receive a copy of the board's written decision.

This procedure has been established to allow staff members and parents to express their feelings and/or complaints at any time during their relationship with Kindezi. **No staff member will ever be penalized for making use of this procedure based on truthful information.**