



Communication and Conflict Resolution (Grievance) Policy

Stone Creek School seeks to promote healthy communication among children, parents, teachers, and administrators. As a community, we encourage respect in our daily communication of wishes and concerns. In the case of classroom concerns, it is essential that parents and teachers work together in support of the students. To this end, it is helpful if parents and teachers express their concerns to each other directly. If a parent would like to speak with a teacher, he or she is to arrange a meeting by calling the teacher or sending an e-mail or letter to set up an appointment. A teacher is not to be interrupted in an effort to set up an appointment when he or she is teaching a class or otherwise engaged with teacher duties.

If emotions rise during a meeting, teachers or staff members are instructed to end the meeting and schedule a follow-up meeting which is to include an administrator. In the case that, after much effort, the parent or teacher is not satisfied that his or her concern is being heard, either may institute the following Resolution Process.

The Resolution Process

The Resolution Process provides a means by which conflicts can be resolved. Parents, students or teachers may initiate this process. Such a request must be in writing and submitted to a school administrator for further action. The principal will then communicate with those involved in the conflict. A meeting will then take place at the end of which a plan for resolution will be agreed upon. If, after completion of the Resolution Process, the conflict has not been resolved to the satisfaction of the parties involved, it may then be taken to the Board of Directors for a final ruling. The procedure for filing concerns is as follows:

- 1) Make every attempt to communicate the concern directly to the teacher, Principal, Assistant to the Principal, or parent for resolution. An appointment should be set up where the concern can be expressed in private. Care should be taken to express concerns calmly and respectfully so that an environment conducive to resolution can exist.
- 2) If you are unable to come to a resolution, you may file your concern, in writing, with the Principal.
- 3) In cases when the concern has been addressed with the Principal and any party remains dissatisfied with the decisions made to resolve the conflict at this Resolution level, they may take their concerns to the Board of Directors. Such a request shall be made in writing by filling out a "Grievance Form" (located on the school's web site at www.stonecreekschool.org/documents.html) which details the violation, procedures



taken and requested remedy, and be given to the Board President. The Board will then respond within 10 business days.

4) The Board may hear argument from the parties, review the prior decisions and evidence, and make such inquiry as it deems necessary. The Board shall render a written decision within ten business days after the meeting unless additional time is needed. The Board's decision shall be final.

5) After the Board has reached its final decision and any party remains dissatisfied with the decisions made to resolve the conflict at this Resolution level the party may submit a written grievance to the Colorado Charter School Institute ("the Institute") Executive Director. If the grievant is not satisfied with the The Board's determination not to review the written grievance or the written resolution reached by the The Board after reviewing the grievance, the grievant may submit its concerns in written format to the Institute within five business days from receiving the written decision of the School Board. After review, the Institute's Executive Director will publish his/her conclusions in writing within 15 calendar days from receipt of the written concern. The decision of the School's Board will not be overturned unless there are compelling grounds that the School violated an applicable law, regulation, policy, or contract provision. The Institute can be contacted at (303) 866-3299 or csi_info@csi.state.co.us

This policy was approved by the Stone Creek School Board of Directors on

Date: March 19, 2007

Revised on: January 10, 2018



Grievance Form

Name: _____

Phone # you can be reached at: _____

Board Policy or administrative practice that was violated:

Date of alleged concern: _____

Briefly describe the alleged violation:

Requested Remedy:

Did you follow the Grievance Policy as stated in the Parent Handbook (step1: meet directly with person you have grievance with. Step2: meet with person you have grievance with and take another individual with you of authority)? Please list steps you have taken before filling this form out:

YES /NO

I certify that the information I have provided in this complaint is true, correct, and complete to the best of my knowledge and belief.

Complainant: _____ Date _____

Received by: _____ Date _____