

## RFCS Grievance Policy

*Robert Frost Public Charter School* encourages all concerns and complaints to be resolved at the lowest level possible. When teacher conferences and communication to administration are not able to resolve an issue, a parent or guardian may initiate the grievance procedure to appeal any final decision of school personnel.

**Step I – Head of Administration Conference** A parent or guardian wishing to invoke the grievance procedure shall make a written request for a conference with the Head of Administration to discuss the grievance and seek resolution. The request shall state in detail the basis for the grievance, name the specific policy, rule or law believed to have been violated, and specify the relief being sought.

The following additional guidelines shall be observed in Step I:

- A. No grievance will be heard unless it has been filed in writing within thirty (30) calendar days after the act or condition giving rise to the grievance and such filing must state with particularity the basis for the grievance, the policy regulation and/or procedure, rule or law believed to have been violated, and the remedy sought.
- B. The Head of Administration shall grant a conference within five (5) school days following receipt of the request. The Head of Administration will state in writing his/her position on the question to the parent or guardian within five (5) school days following the conference.
- C. Only the parent, guardian, or someone acting in loco parentis shall be permitted to join or represent a student in the conference with the Head of Administration.

**Step II – Appeal to the Board of Trustees:** If the grievance is not resolved at Step I, the parent/guardian may appeal the Head of Administration's decision in writing to the Board of Trustees, via the Chair. The following additional guidelines shall be observed.

- 1. The appeal must be made within five (5) days following receipt of the Head of Administration's written response (Step I above).
- 2. The Board or its designee shall review the grievance within five (5) school days following receipt of the appeal. If the Board or its designee determines that additional time is needed to develop the factual record, the grievance may be put on hold for fifteen (15) additional days (or longer if by mutual agreement) to allow time for investigation.
- 3. A written response shall be made to the parent, guardian, and Head of Administration from the Board of Trustees or its designee within ten (10) days following the review. If after following the Grievance Policy the outcome is not sufficient, the complaint may be submitted in writing to the Commissioner of Education.