

300.120. GRIEVANCE PROCESS

The governing body ("Board") of CALVIN NELMS CHARTER SCHOOLS adopts the following policy which shall be effective on the date that the policy is adopted by the Board. This policy governs student and parent complaints, employee grievances, and citizen complaints.

For purposes of this policy, "days" means school calendar days.

With the exception of a complaint against a SUPERINTENDENT, each complaint must initially be brought at the lowest level of review, at the Campus Principal Review level.

The Board encourages all complaints to be resolved at the lowest level possible.

SECTION 1. Campus Principal Review of Complaint

Where a CALVIN NELMS CHARTER SCHOOLS employee, student, guardian of a student, or a member of the public has a complaint or concern regarding CALVIN NELMS CHARTER SCHOOLS, the individual shall first bring their complaint or concern in writing to the appropriate campus principal. The complaint must be brought within 15 school days of the date that the complainant knew or should have known of the alleged harm. The complaint must be specific, and where possible suggest a resolution. The principal must hear the complaint, attempt to remedy the complaint in the best interest of the affected parties, and document the outcome. The principal must respond to the complainant and issue a final decision in writing within 10 days of the principal's receipt of the complaint.

SECTION 2. Executive Director Review of Complaint

If the individual bringing the complaint is not satisfied with the campus principal's final decision, then the individual may file a written appeal to the SUPERINTENDENT of CALVIN NELMS CHARTER SCHOOLS. This written appeal shall be filed with the SUPERINTENDENT's office within 10 days of the individual's receipt of the campus principal's final decision. The complaint shall include a copy of the written complaint to the campus principal along with a copy of the campus principal's final decision. A copy of the appeal shall also be delivered to the campus principal.

The appeal must be specific, and where possible suggest a resolution. The complaint shall not include any new issues or complaints unrelated in the original complaint expressed to the campus principal.

The SUPERINTENDENT shall respond to the complaint and issue a final decision in writing within 15 days of receipt of the written appeal.

SECTION 3. Board of Directors Review of Complaint

If the individual bringing the complaint is not satisfied with the SUPERINTENDENT's final decision, then the individual may appeal their complaint in writing to CALVIN NELMS CHARTER SCHOOLS's Board of Directors within 10 days of receiving the SUPERINTENDENT's final decision. The complaint shall be directed to the President of the Board, and shall include a copy of the written complaint to the SUPERINTENDENT along with a copy of the SUPERINTENDENT's final decision. A copy of this appeal shall also be delivered to the SUPERINTENDENT.

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The President of the Board, at the next regular meeting of the Board, shall provide a copy of the complaint record to all board members. The Board's decision shall be decided on a review of the record developed at the SUPERINTENDENT's level. Any action of the Board of Directors regarding the complaint shall be taken in compliance with the Texas Open Meeting Act.

[OR]

Individuals who are dissatisfied with the response of the SUPERINTENDENT may present their complaint to the Board of Directors during the time of CITIZEN'S PRESENTATIONS at the next regular meeting of the board of directors. The board shall "stop, look, and listen" to the complaint, but may not deliberate or act on the complaint except in compliance with the Texas Open Meetings Act.

A complaint against the SUPERINTENDENT shall begin at this level of review and shall follow the complaint process in accordance with this policy section and the Texas Open Meetings Act.

The failure of the Board to act on a complaint has the effect of upholding the SUPERINTENDENT's decision.

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