

GRIEVANCE PROCESS

Lionheart Classical Academy is committed to providing the best possible working conditions for its employees and educational environment for students and families. Part of this commitment is encouraging an open and frank atmosphere in which any conflict, complaint, suggestion, or question receives a timely response within the school. The school will strive to ensure fair and honest treatment of all employees, students and families. All school community members are expected to treat each other with mutual respect and are encouraged to offer positive and constructive criticism

All Lionheart Classical Academy employees, and all families of enrolled students, have the right to petition the school for redress of grievances. No student, parent, or employee will be penalized, formally or informally, for expressing a grievance in a reasonable and business-like manner, or for using the grievance process. The school's grievance process will comply with RSA 194-B:15.

The Board has established a chain of command whereby all authority for the management of the school rests with the Executive Director or designee, who has the sole responsibility of reporting to the Board and managing the operations of the school. It is the expectation of the Board that the Executive Director or designee will establish a chain of command within the school to assist with its operations.

In all communication to the school, the Board expects the Lionheart community to observe the chain of command and direct communications accordingly. The Board is not the first point of contact and therefore will refer communications that seek response or action to the appropriate members of the school hierarchy.

The school encourages grievants to attempt at first to resolve their grievance directly with involved parties in a manner that reflects the school virtues of compassion, courage, humility, integrity, respect, and responsibility. Lionheart firmly believes that adults must be models of good character even in the most difficult situations.

A. Grievances Related to the Classroom: If an attempt to resolve the grievance with the teacher is unavailing, or if a direct approach is not appropriate, the grievant may discuss the grievance with the Principal. If the grievance cannot be resolved with the principal, the grievant may then discuss the matter with the Executive Director. If the grievance cannot be resolved with the Executive Director, the grievant should refer the matter to the Board, preferably in writing.

B. Grievance Related to Administration: If an attempt to resolve the grievance with the involved parties is unavailing, or if a direct approach is not appropriate, the grievant may discuss the matter with the Executive Director. If necessary, grievances left unresolved by the Executive Director should be submitted in writing to the Board. Grievances regarding the Executive Director should be directed to the Executive Director first, then in writing to the board.

The administrator receiving a grievance shall investigate the claimed grievance and respond to the grievant, while documenting the process. If the grievant is not satisfied with the administration's response, the grievant may present the grievance, in writing, to the Board of Trustees. The Board of Trustees shall conduct a hearing according to rule Ed 204.01. If, after the proceedings of the Board of Trustees, the grievant believes the grievance has not been adequately considered or redressed, the grievant may submit it to the State Board of Education, which shall investigate and make a determination.

References

- *Ed 204.01*
- *Leionheart Classical Academy Charter, Section IVF*
- *RSA 194-B:15*

LCA Policy Committee Approved:
LCA Board Approved:

Renewal Date: