

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, 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. If the grievance is about the Executive Director, it 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.

Board Action on Grievances

The Board will hear and act upon a complaint only by majority vote. The Board may decline to act on any complaint which, in its sole judgment, would interfere with the Executive Directors's ability to properly administer the school.

If the Board decides to hear and act upon a complaint, they shall conduct a hearing according to rule Ed 204.01. If the Board decides to hear and act upon a complaint that pertains to personnel, employee, student or administrative matters, it shall determine whether the complaint shall be heard in public or non-public session in accord with RSA 91-A:3 and the laws pertaining to student and family privacy rights. The Board shall also determine whether it is appropriate to inform the individual who is the subject of the complaint of the meeting and to provide said individual with further opportunity for explanation, comment, and presentation of the facts to the Board.

If the Executive Director is the subject of the complaint, the Board shall determine whether the complaint should be heard in public or non-public session in accord with RSA 91-A:3. The Board may, to the extent it is appropriate, advise the Executive Director of the nature of the complaint and may give the Executive Director an opportunity for explanation, comment, and presentation of the facts.

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.

Filing Deadlines

1. **Filing Deadline:** A grievance should be submitted in writing within 30 calendar days of the event giving rise to the grievance. Grievances submitted after this timeframe may not be accepted and will be reviewed only at the discretion of the Executive Director or designee.

2. **Appeal Deadlines:** At each level of the grievance process, an appeal must be submitted within 10 calendar days of receiving the prior decision. Failure to submit an appeal within the specified timeframe shall result in the prior decision being considered final.

References

- *Ed 204.01*
- *Lionheart Classical Academy Charter, Section IVF*

- *RSA 91-A:3*
- *RSA 194-B:15*

LCA Organizational Committee approved: 4/1/2024, 6/3/2024

LCA Board Approved: 4/11/2024, 7/11/2024, 5/11/26