



Policy Type: Required
Policy Title: Grievance
Effective Date: February 9, 2017

Definitions

Grievance: A complaint from any individual within Lakeview Academy (i.e. student, parent, employee) which sets forth the allegation that there has been a violation of any policy, accepted practices, or state or federal law and specifically identifies the policy, practice, or statute violated.

Grievant: Any individual, or group of individuals, aggrieved by a decision or condition falling under policy, accepted practices, or state or federal law.

Organizational Structure: The hierarchy of Lakeview Academy for addressing all grievances. The organizational structure varies depending on area of alleged violation. Below is the hierarchy used for grievance procedures in this policy:

<i>Classroom Instruction</i>	<i>Special Education</i>	<i>Other Operations</i>
Classroom Teacher	Special Education Teacher	Directly involved party
Instructional Coach	Special Education Director	Direct Supervisor
School Director	School Director	School Director
Board of Trustees	Board of Trustees	Board of Trustees

Procedure

Step One:

1. Any individual alleging a grievance is encouraged to resolve the problem, if possible, through an informal discussion with the person or persons suspected of violation, beginning at the earliest level of organizational structure.
 - . Students and/or parents of a student should discuss classroom concerns first with classroom teachers.
 - a. Employees should discuss concerns first with those directly involved.
 - b. The Board of Trustees may appoint a mediator for the grievant if requested. The Board of Trustees reserves the right to not hear a grievance if mediation was offered and refused.
2. When individuals hear complaints or receive formal grievances, they should first make sure that grievants or potential grievants have first attempted in good faith to



resolve problems with those directly involved. Lakeview Academy reserves the right to not hear a grievance if a good faith attempt has not been made to resolve the problem with those directly involved.

Step Two: (what is happening is practice - look up other policies and forms - simplicity- if an verbal conversation take place without the form - director send a confirmation email detailing the discussion)

1. In the event that the informal discussion with directly involved parties does not resolve the issue, the grievant may file a formal written grievance with the next responsible individual in the organizational structure. Grievance forms are available from the ~~office manager front desk~~ or from the school's website.
 - . The grievance must be filed within ~~thirty (30) fifteen (15) working calendar~~ days of the date the grievant knew, or should have known, of the circumstances, which precipitated the grievance.
 - a. The responsible individual shall respond in writing within ~~five (5) working~~ ~~ten (10) business~~ days following receipt of the grievance ~~and if needed have a meeting within ten (10) working days.~~
 - b. If the next responsible party is the school's Director, step two does not apply and grievant moves to step three.

Step Three:

1. If the response (decision) at step two does not resolve the problem, the grievant may forward the grievance to the school's Director to initiate step three.
 - . The Director must investigate the complaint with the parties concerned in the grievance within ~~ten (10) fifteen (15) working~~ ~~business~~ days of the grievance having been filed at step two.
 - a. At the conclusion of the investigation, the Director will render a decision and issue a written report setting forth his/her findings and recommendations for the resolution of the grievance within ten (10) ~~five (5) business days working days.~~
 - b. The grievance will be considered resolved if the grievant and the Board of Trustees accept the recommendations of the school's Director.
 - c. If no written report has been issued within the time limits set forth above, or if the grievant rejects the recommendations of the Director, the grievant has the right to appeal to the Board of Trustees for review of the grievance.

Step Four:

1. A written request for Board of Trustees' review of the grievance must be submitted to a board member within ~~ten (10) business~~ days of the date of the school Director's report or the expiration of the time limits set forth in step three.



- . The Board of Trustees', **within ten(10) business days after receipt**, will review the grievance and the Director's report, and may hold a hearing.
- a. The Board of Trustees may affirm the Director's recommendations, amend the recommendations, or affirm the recommendations in part and amend in part.
- b. The Board of Trustees written decision must be issued **within fifteen (15) calendar days** ~~30 Calendar days working days~~ of receipt of the grievant's written appeal.
- c. If no written decision has been issued within the time limit set forth above or if the grievant rejects the decision of the Board of Trustees, the grievant is free to pursue such litigation or statutory remedy as the law may provide.

Miscellaneous Provisions

1. The grievant will be informed that the time limits set forth in this policy may be modified or extended if mutually agreed by the employee, or his/her designated representative, and Lakeview Academy. If either party wishes to change the timeline set forth in this policy, the party will request the modification(s) from the other party and both parties will be required to agree to the modification(s).
2. No person shall suffer recrimination or discrimination because of participation in the grievance procedure.
3. Employees will be free to testify regarding any grievance filed hereunder.
4. Confidentiality will be observed pending resolution of the grievance.
5. The grievant may be accompanied by a representative of his/her choice in all stages of these proceedings.
6. Records of all grievances will be maintained by the Board of Trustees. The records will be kept in a separate and confidential file. Information regarding grievances will be classified as private
7. If Hotline >>>>>

Certification

The undersigned officers and/or directors of Lakeview Academy certify that this Grievance policy was duly adopted as of February 9, 2017 and replaces all previous Grievance policies.

Signature: _____

Print Name: _____

Title: _____

CAPABLE. CONFIDENT. CONTRIBUTING.



Signature: _____

Print Name: _____

Title: _____

CAPABLE. CONFIDENT. CONTRIBUTING.

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