

ROCKWELL CHARTER SCHOOL

Dispute Resolution Policy

Purpose

The Board of Directors of Rockwell Charter School acknowledges that, from time to time, situations arise in the operation of the school or in the school's interactions with the community that are of concern to parents or the public. The Board also asserts that general complaints are best addressed through communication with appropriate staff members, such as a teacher, a Department Chair, a supervisor or administrator, or the Executive Director.

The Board of Directors acknowledges that it has a limited role in resolving general management complaints, and only when there is a substantive complaint against the Executive Director, or as an appeal body when the complaint has been previously addressed by all appropriate staff members but remains unsettled.

The Board of Directors will not consider complaints that should be properly directed to law enforcement, the county or state Attorney General, or that are the subject of litigation or potential litigation.

General Limitations

This Dispute Resolution Policy and its procedures are for the use of students, parents, or members of the public who have a complaint against the school. School employees must address concerns through the process outlined in the Employee Handbook and not through the channels or procedures outlined in this policy.

Time Limitations and Procedures

This policy requires that a complaint must be made within thirty (30) working days of the date the complainant knew, or should have known, of the circumstances that precipitated the grievance. This complaint should be formally made by the complainant's completion of the Dispute Resolution Form attached to this policy.

Once the complaint has been formally made, however, there is no restriction on the time that a grievance may take to be considered by all appropriate supervisors or, if appropriate per this policy, by the Board of Directors.

Definitions

Grievance

A complaint that sets forth the allegation that there has been a violation of a school policy, Utah State Board of Education (USBE) rule, or state or federal law.

Complainant

Any parent or community member with a grievance related to a decision or condition falling under guidelines, rules, or compliance related to school policy, USBE rule, or state or federal law.

Executive Director as Chief Civil Rights Officer

The Board of Directors has designated the Executive Director as the Chief Civil Rights Officer of the school who is authorized to coordinate compliance efforts concerning school policy, USBE rule, and state and federal law, and who is charged with the responsibility of investigating complaints.

General Procedures

Persons with general complaints should follow the procedures listed below:

- Matters concerning individual students should first be addressed to the student's teacher.
- Matters that remain unsettled after being addressed to a teacher should be directed to a teacher's direct supervisor or a school administrator including the Executive Director.
- Matters that remain unsettled after being addressed to the Executive Director should be directed to the school's Board of Directors.

Requirements and Allowances of Response to Complaints

- This policy does *not* require that all complaints be resolved.
- This policy does require that each complaint be addressed and given consideration by the relevant staff member, administrator, or the Board of Directors, per the guidelines of this policy.
- This policy requires that complainants receive confirmation of receipt of the complaint and, where appropriate and allowed by law, notification of any decision or action, or refusal to act, related to the complaint.
- In each step of the above process, the complainant should receive a response within ten working days, though not necessarily a resolution to the complaint.
- The complainant may bring a supporting individual into any discussion related to the complaint and this process.

Complaints Against School Personnel

Complaints against school staff presented directly to the school's Board of Directors will be referred to the Executive Director who will then forward the complaint to the appropriate supervisor, administrator, teacher, or staff member.

Complaints Against the Executive Director

Complaints against the Executive Director should be directed to the Chair of the Board of Directors at the email address listed on the school's website.

Complaints Against a Specific Member of the Board of Directors

Complaints against a specific member of the school's Board of Directors should be directed to the Chair of the Board of Directors at the email address listed on the school's website. If the Chair is the board member against whom the complaint is directed, the complaint should be directed to the Vice Chair at the email address listed on the school's website.

Procedures for Complaints Against Staff Members

The following guidelines are suggested as the proper procedures to be followed by persons with complaints about the school's staff.

- If feasible, the complainant is encouraged to bring a complaint first to the individual concerned.
 - If the problem cannot be resolved through discussion with the individual concerned, or if the complaint is of such a nature that it would not be appropriate to address the matter directly with the employee concerned, it should be brought to the attention of that employee's immediate supervisor or school administrator.
 - If the issue is not resolved to the satisfaction of the complainant through the involvement of the immediate supervisor, the complainant can bring the issue to the Executive Director for consideration.
 - The Executive Director may, at any point in the dispute resolution process, elect to conduct an internal investigation into an employee's alleged conduct.
 - At the discretion of the Executive Director, the investigation may involve members of the Board of Directors or a third-party investigator.
 - All written complaints involving personnel matters are designated as protected and/or private records under the Government Records Access and Management Act and the school's Records Management Policy.
1. Although the school may not discuss confidential personnel matters, the complainant will receive timely notice that the matter has been addressed.
 2. To the extent practicable, each step of the process should be completed within ten working days, though it is understood that investigations of certain matters may take longer in the interest of due process.
 3. Disciplinary action against a school employee on the basis of a public complaint is subject to the school's internal procedures designed to ensure that the employee receives any legally required due process and other necessary procedural protections.

Complaints About Curriculum or Instructional Materials

Parents who have students attending the school who object to materials used by teachers may request a review and reconsideration of particular items as per the school's Learning Resources Reconsideration Policy and Learning Resources Selection Policy.

Civil Rights or Other Specific Complaints

Complaints about the school's staff or other issues covered by a specific school policy must be made using the procedures set forth in that specific policy. For example, a complaint regarding bullying, cyberbullying, or hazing is governed by the school's Bullying Policy, Discipline Policy, and other relevant policies.

In a case in which the school's Executive Director or Board of Directors determines, at their discretion, that a policy exists more specific to the particular nature of the complaint, that policy will govern the procedures related to the complaint.

Prohibition on Rehearing

Once an issue has been raised, investigated, and addressed or resolved by the Board of Directors, the board will no longer hear or entertain commentary regarding that issue.

Prohibition in Open and Public Board Meetings on Confidential, Private, or Protected Information

The Board strictly prohibits the expression by the public of confidential, private, or protected information during the public comment period of any open and public board meeting. Such information may only be expressed to the members of the Board of Directors in an executive session. A member of the public who wishes to provide information that is confidential, private, or protected must request an executive session from an officer of the board in advance of the board meeting, and provide enough notice to allow for the board to meet all the provisions of Utah's Open and Public Meetings Act.

ROCKWELL CHARTER SCHOOL Dispute Resolution Form

This *Dispute Resolution Form* is for the use of students, parents, or members of the public who have a complaint against Rockwell Charter School that asserts that there has been a violation of a school policy, USBE rule, or state or federal law.

This form is **not** for the use of the school's employees who must address concerns through the process outlined in the Employee Handbook.

Complainant Information

Name of Complainant: _____

Contact Information of Complainant:

Email Address:

Physical Address:

Phone Number:

Complaint

Set forth below your allegations of a violation of school policy, USBE rule, or state or federal law:

Date of the alleged violation of policy, USBE rule, or state or federal law:

Information on Direction of the Complaint

Teacher, Supervisor, or Administrator to whom the complaint is directed:

Submissions to Supervisors, Administrators, or the Board

Describe below how you have attempted to resolve this complaint with the person or persons against whom this complaint is directed and why the matter remains unsettled.

Signature of Complainant

Date Submitted

Additional Information

The complainant may attach to this Dispute Resolution Form any and all relevant documentation and supporting letters or images.

The Complainant should refer to the Dispute Resolution Policy attending this form for timelines and procedures related to public complaints.