

The policy of Crown Pointe Academy is to ensure the students and/or parents with a grievance related to administration, curriculum and/or other employees shall use the following procedure, which may resolve the grievance as quickly and fairly as possible. Our goal is to resolve any issues at the lowest level and have a clear process that provides the opportunity for the parent to comment on their perception of the treatment or service level they received from Crown Pointe Academy and for Crown Pointe Academy to comment on their perception of the incident and the steps taken to try to resolve the issue/s.

In the event of a conflict between the administration/Academy Board and a parent, the parent must exhaust all their available remedies as listed below.

Any issue must be pursued in the following order:

**First Step:**

If you or your student has a grievance (you shall be known as the grievant), the grievant should discuss it informally with the teacher, or staff member directly involved in the matter. The majority of concerns will be resolved at this stage. If the grievant brings the concern directly to the attention of the Director without first attempting to address the issue at the lowest level, the Director may redirect the grievant to the appropriate level in the process.

A grievant is not required to address the issue with the person directly involved if the grievant is alleging harassment or discrimination.

- In case of grievances relating to allegations of harassment or discrimination against students, please see the school's Harassment and Discrimination Investigation Procedures for Students Policy available here: [www.crownpointeacademy.org](http://www.crownpointeacademy.org)
- In case of grievances relating to allegations of sex-based harassment, please see the school's Sex-Based Harassment Investigation Procedures Policy available here: [www.crownpointeacademy.org](http://www.crownpointeacademy.org)

**Second Step:**

If the matter is not satisfactorily resolved, the grievant may raise the matter, in a formal meeting or in writing, with the Director of Crown Pointe Academy. The Director must give a response within five {5} working days. The response may take form in a letter and/or a follow up meeting with the grievant and any employee/s involved in the matter. This meeting will be led by the Director and both parties will be given the opportunity to comment on their perception of the issue at hand.

**Third Step**

If the matter is not satisfactorily resolved, the grievant needs to submit a written grievance to the President of the Crown Pointe Academy Board of Directors ("Academy Board").

The written grievance must detail:

1. the date of the incident (if applicable);
2. the School staff member involved;
3. a description of the incident, decision, or practice that gave rise to the issue;
4. the conflict resolution strategies that have been attempted thus far; and
5. the grievant's requested resolution.

Current contact information for the Academy Board can be found on the Crown Pointe Academy School website, under the 'Board of Directors' page found under the 'About Us' tab.

Within 10 days from receipt, the Board President or designee, will review the written grievance and provide a written response to the grievant either determining that the grievance warrants full review by the Academy Board or declining to review the written grievance. If the Board President or designee, determines that the grievance warrants full review by the Academy Board, the Academy Board shall review the grievance at its next regularly-scheduled Academy Board Meeting and issue a written decision to the grievant within 10 days of the meeting. If declining review, the Board's written response to the grievant will explain the reasons for the determination.

While any member of the public is always welcome to speak in an open board meeting, no grievance issue will be addressed by the Academy Board without the grievant having first followed these proper procedures. Issues of employee or student privacy may be addressed in Executive Session, as is legally proper.

### **Final Step:**

If the grievant is not satisfied with the School Board's determination not to review the written grievance or the written resolution reached by the Academy Board after reviewing the grievance, the grievant may submit its concerns in written format to the Institute within five {5} business days from receiving the written decision of the Academy Board. After review, the Institute's Executive Director will publish his/her conclusions in writing within 15 calendar days from receipt of the written concern. The decision of the Academy Board will not be overturned unless there are compelling grounds proving that the School violated an applicable law, regulation, policy, or contract provision. The Institute can be contacted at <https://www.csi.state.co.us/parents/grievances/>.

Adopted: April 13, 2016

Reviewed: April 2018; February 2024, December 11, 2024

Revised: April 2018

Rationale: To be in alignment with the new Charter School Authorizer. 2018 (you shall be known as the grievant), the grievant; . If the grievant brings the concern directly to the attention of the Director without first attempting to address the issue at the lowest level, the Director may redirect the grievant to the appropriate level in the process. the grievant needs to submit a writing; The written grievance must detail: 1. the date of the incident (if applicable); 2. the School staff member involved; 3. a description of the incident, decision, or practice that gave rise to the issue; 4. the conflict resolution strategies that have been attempted thus far; and 5. the grievant's requested resolution. Current contact information for the Academy Board can be found [On the Crown Pointe Academy School website, under the 'Board of Directors' page found under the 'About Us' tab]. Within 10 days from receipt, the Board President or designee, will review the written grievance and provide a written response to the grievant either determining that the grievance warrants full review by the Academy Board or declining to review the written

grievance. If the Board President or designee, determines that the grievance warrants full review by the Academy Board, the Academy Board shall review the grievance at its next regularly-scheduled Academy Board Meeting and issue a written decision to the grievant within 10 days of the meeting. If declining review, the Board's written response to the grievant will explain the reasons for the determination. While any member of the public is always welcome to speak in an open board meeting, no grievance issue will be addressed by the Academy Board without the grievant having first followed these proper procedures. Issues of employee or student privacy may be addressed in Executive Session, as is legally proper. If the grievant is not satisfied with the School Board's determination not to review the written grievance or the written resolution reached by the Academy Board after reviewing the grievance, the grievant may submit its concerns in written format to the Institute within five{5} business days from receiving the written decision of the Academy Board. After review, the Institute's Executive Director will publish his/her conclusions in writing within 15 calendar days from receipt of the written concern. The decision of the School's Board will not be overturned unless there are compelling grounds that the School violated an applicable law, regulation, policy, or contract provision. The Institute can be contacted at (303) 866-3299 or [csi\\_info@csi.state.co.us](mailto:csi_info@csi.state.co.us).

Revised: November 10, 2021; Updated contact information for CSI

Revised: November 7, 2024; Updated to refer to alternate policies for complaints of harassment and discrimination.