



## Grievance Policy

Colorado Military Academy believes that, as adults, we must model healthy and respectful communication for our students. CMA is committed to promoting healthy communication among students, parents, teachers, and administrators, and encourages CMA community members to express any concerns directly with the individual involved so that the school's focus remains on student learning. In the interest of promoting the efficient resolution of grievances, the procedures below set forth the process for resolving conflicts and settling differences. This process strives to support prompt and equitable resolution of disagreements at the lowest possible faculty or administrative level.

1. **Address Issue with Those Directly Involved.** The grievant must first bring the concern to the attention of the individual(s) directly involved. A meeting should be scheduled where the concerns can be expressed in private and in an environment conducive to resolution. If the grievant brings the concern directly to the attention of the School Leader without first attempting to address the issue at the lowest level, the School Leader may re-direct the grievant to the appropriate level in the process.

Note: a parent may NOT approach another parent's cadet to address an issue. The teacher or staff member must be involved.

- It would be best if issues were addressed within two weeks of the occurrence.
- Both parties / sides will be given the opportunity to express their perceptions of the situation or experience.

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

2. **Address Issue with School Leader.** If a satisfactory resolution is not reached at the lowest possible level, or where the complaint directly involves the School Leader, the concern may then be brought to the attention of the School Leader.
  - The concern should be brought to the School Leader within 10 days of the first meeting.
  - The complaint shall be in writing and shall detail (i) the date of the incident (if applicable); (ii) the School staff member involved; (iii) a description of the incident, decision, or practice that gave rise to the issue; (iv) the conflict resolution strategies that have been attempted thus far; and (v) the grievant's requested resolution. The School Leader will either issue a

written response to the grievant or contact the grievant to schedule a time to discuss the issue within three business days.

- The School Leader will schedule a phone call or an in-person meeting within three business days of receiving the complaint (where possible) in order to address the situation, facilitate ongoing communication, and develop goals for conflict resolution.
- The School Leader will continue to monitor the issue until either a resolution or an impasse is reached.

3. **Submit a Written Grievance for the Board of Directors.** In cases when the concern has not been addressed at Steps 1 and 2 to the satisfaction of the grievant, the grievant may file a formal written grievance to the School's Board of Directors. The previously compiled written grievance submitted to the School Leader can be submitted to the Board of Directors along with any additional information that is pertinent.

Current contact information for the Board can be found on the CMA website on the Board of Directors page or in the most recent Parent/Student Handbook. Within 10 days from receipt, the Board Chair, or his/her designee, will review the written grievance and provide a written response to the grievant either determining that the grievance warrants full review by the Board or declining to review the written grievance. If the Board Chair, or his/her designee, determines that the grievance warrants full review by the Board, the Board shall review the grievance at its next regularly-scheduled 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 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.

4. **Submit a Written Grievance to the Colorado Charter School Institute ("the Institute") Executive Director.** 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 School Board after reviewing the grievance, the grievant may submit its concerns in written format to the Institute within five business days from receiving the written decision of the School 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 [legalandpolicy\\_CSI@csi.state.co.us](mailto:legalandpolicy_CSI@csi.state.co.us).

Adopted by the CMA Board on 10/10/2023

  
Board President, Doug Murray