

503 Parent Grievance Procedure

I. Purpose

North Shore Community School (NSCS) welcomes comments and suggestions to improve the quality of education at NSCS. This policy provides a structure through which parents/guardians can work with school staff to resolve a concern.

II. General Statement of Policy

Concerns need to be brought to the school employee who is closest to the issue. NSCS expects all persons associated with the school to discuss issues with civility and respect. Consensus and compromise are highly valued at NSCS and one is expected to strive for these forms of resolution as outlined in the procedures below. Confidentiality and data privacy practices must be observed by all persons associated with a grievance.

II. Procedures

A. If the concern is not classroom related, it needs to be shared with the responsible school employee who is directly associated with the issue, i.e. Food Service, Business Office, etc. When a classroom concern arises, the issue needs to be brought to the attention of the child's teacher, who will work with the parents/guardians to resolve the issue. The teacher and parents/guardians may mutually choose to involve the grade level team, or SST (Student Support Team), especially when the issue involves student learning or behavior concerns.

B. If the issue remains unresolved after bringing it to the school employee most directly related to the issue, the employee or parent/guardian may bring it to the attention of the NSCS Director in writing. The document needs to identify the issue, and the dates and actions already taken to resolve the issue.

C. The Director will review the issue and determine what further actions will be taken. If the issue is not resolved with the Director's involvement, it could be referred to the NSCS Board in writing.

1. The document needs to identify the issue, and the dates and actions already taken to resolve the issue.

2. The Board will review and determine if further action is warranted and if so, will designate a Board member or members to investigate.

3. The assigned Board member(s) will report their findings and recommendation(s) for resolution to the entire Board for action. If the grievance reaches Board involvement, the Board's decision is final.

E. In all cases listed above, the parties involved will mutually agree upon clearly defined goals, procedures to follow, and a time-frame for resolution. Checkpoints will be established and one person will be designated to initiate these.