

**Iredell Charter Academy
Kannapolis Charter Academy
Langtree Charter Academy
 Mooresville Charter Academy**

Grievance Process (Parents/Students)

Students or parents may invoke the grievance process by requesting a conference with the principal to appeal any final decision of school personnel. Requests for conferences must be made in writing within twenty-one (21) calendar days of the event giving rise to the grievance. The School's policy holds that academic concerns are first discussed with the teacher. If the parent determines that the academic concern has not been adequately addressed, then the parent may request a conference with the principal. The principal or assistant principal will hold the conference within five (5) school days of receiving the request. The principal or assistant principal will provide the student or parent a written decision on the grievance within five (5) days of holding the conference.

Within five (5) school days following receipt of the principal or assistant principal's decision, the student or parent may appeal the decision to CSUSA. CSUSA will review the decision including any additional written documentation provided from the student, parent or administrator. CSUSA will provide the student, parent and administration a written response within ten (10) school days of receiving the appeal. .

If the grievance is not resolved through the school administration or CSUSA, the student or parent may appeal to the Board of Directors within five (5) school days following receipt of the response from CSUSA. The Board will review the written documentation and decisions from the administration and CSUSA and will issue a final written decision within thirty (30) calendar days of receiving the appeal.

It is the desire of the school, the North Carolina Charter Educational Foundation, Inc. and CSUSA to create the best learning environment for each student, including working to resolve concerns parents have regarding child's academic environment.

GRIEVANCE POLICY (Staff)

It is the North Carolina Charter Educational Foundation, Inc. and CSUSA's purpose to provide an effective way for employees to bring problems concerning their well-being at work to the attention of management. Therefore, both an informal and formal grievance procedure has been established for the benefit and use of the employees.

When an employee believes a work condition or treatment is unjust, inequitable, a hindrance to effective operation or creates a problem; he or she is encouraged to discuss the condition or treatment with school administration. School policy provides for alternative lines of

communication when the employee has such issues with his or her direct supervisor. If the teacher or staff member feels he or she has been treated unfairly as a result of actions from the School's Administration, the employee can present a formal grievance with the Education Team HR Generalist. A further investigation will be conducted. CSUSA will report violations of Ethics or misconduct as required or deemed necessary. Misunderstandings or conflicts can arise in any organization and should be resolved before serious problems develop. Most incidents resolve themselves without formal intervention. However, should a situation persist that the employee believes is detrimental to himself/herself, North Carolina Charter Educational Foundation, Inc. or CSUSA, the employee should follow the procedure described here for bringing the complaint to school administration and/or the attention of CSUSA's Education Team HR Generalist.

Step 1: Discussion of the problem with the immediate supervisor is encouraged. Requests for an initial meeting to discuss a grievance must be made within thirty (30) calendar days of the event giving rise to the grievance. The supervisor will schedule a meeting within five (5) days of any such request by an employee. If the employee does not believe a discussion with the supervisor is appropriate, the employee should proceed directly to Step 2. The supervisor will provide the employee with a written response within five (5) days of the meeting.

Step 2: If the matter is not resolved in Step 1, the employee should request to meet with the CSUSA Regional Director. The CSUSA Regional Director will provide the employee with a written response within five (5) days of the meeting.

Step 3: If the matter is not resolved at Step 2, the employee may submit a formal grievance in writing to CSUSA's Education Team HR Generalist within ten (10) days of receiving the Regional Director's written response. The aggrieved employee is encouraged to request a meeting with CSUSA's Education Team HR Generalist. CSUSA's Education Team HR Generalist will conduct an investigation and consider the facts and may review the matter with the aggrieved employee's supervisor. All employment decisions involving the hiring or termination of teachers shall be made after investigation by the CSUSA Education Team HR Generalist for final decision by the North Carolina Charter Educational Foundation, Inc. board. CSUSA will provide the employee with a written decision on the grievance within ten (10) days of completing the investigation.

Step 4: For instructional employees, if the aggrieved employee is not satisfied with the outcome at Step 2, the employee may request a review of the matter by the North Carolina Charter Educational Foundation, Inc. Board. The Board will review the written documentation and decisions from and in consultation with the administration and CSUSA, will issue a final written decision within thirty (30) calendar days of receiving the appeal.

Approved by Board of Directors:

_____ Board President _____ Date