

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 follow order:

First Steps:

If you or your student has a grievance, you should discuss it informally with the teacher, or staff member directly involved in the matter. We hope that the majority of concerns will be resolved at this stage.

Second Step:

If the matter is not satisfactorily resolved, you 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 family 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, and you wish to pursue this matter further, you should put your grievance in writing to the President of the Academy Board of Directors. You may request an Executive Session for a review of the action. The Academy Board will respond within 30 days and the Academy Board's decision is final.

Final Step:

If a parent has followed this policy and the procedures, wishes to pursue a concern because it has not been resolved to their satisfaction, the Colorado Charter School Institute will guide the parent to follow the Institute Parent Conflict Procedure.

Adopted: April 13, 2016

Reviewed:

Revised:

Rationale: To be in alignment with new Charter School Authorizer