



Grievance Policy

Grievance Process

RISE strives to resolve concerns and complaints from staff, students, and parents whenever possible. To this end, all formal complaints from staff, students, and parents, should be handled in accordance with this Section. A “formal complaint” is a complaint about a specific decision made by School personnel alleging that the specific decision has adversely affected the person making the complaint. The term “formal complaint” does not include any matter for which the method of review is prescribed by law or for which there is a more specific policy providing a process for addressing the concern.

It is recommended that formal complaints (also called a “grievance”), whether lodged by staff or by families, first be directed to the parties involved unless the matter is so grievous or dangerous that immediate, formal action is needed (e.g. discrimination, personal safety, etc.). All grievances falling under the [Title IX Policy](#) umbrella should be addressed customarily.

(A) The general process for **conflict resolution** is as follows:

1. Address the matter with the Teacher or Faculty Member first.
2. If not resolved to satisfaction or closed in writing, then please elevate the matter to the Principal.

At RISE, we want to demonstrate integrity by attempting to solve matters together as much as possible.

(B) The general process for individuals to file a **grievance [formal complaint]** is as follows:

1. All formal complaints should be directed to the Executive Director in writing through [this form](#). The Executive Director will review the complaint and inquire as to what steps have first been taken in the Conflict Resolution process. If no attempts have been made to resolve the conflict as described in process (A) then the complaint will be paused while Conflict Resolution proceeds first.
2. A formal complaint must be filed as soon as possible, but not later than 30 school days after disclosure or discovery of the facts giving rise to the formal complaint. Staff, scholars, and parents should recognize that delays in filing a formal complaint may significantly impair the ability of the School to investigate and respond effectively to such complaints.
3. A formal complaint must include the following information:
 - a. the name of the School employee or other individual whose decision is at issue;
 - b. the specific decision(s) at issue;
 - c. any RISE policy, state or federal law, or state or federal regulation, that the individual filing the complaint believes has been misapplied, misinterpreted, or violated; and (4) the specific resolution desired.
4. The Executive Director shall schedule and hold a meeting with the individual filing the complaint within 10 school days after the formal complaint has been received. The Executive Director shall conduct any investigation of the facts necessary before issuing a decision.
5. The Executive Director shall provide a written response to the grievance within 10 school days of meeting with the individual who filed the formal complaint. The response will include the Executive

Director's resolution of the grievance and the basis for the decision. The Executive Director may not disclose any information about scholars or employees that is considered confidential by law in the response.

6. If the individual who filed the formal complaint is not satisfied by the Executive Director's response, the complaining party may submit a formal complaint to the Board of Director using [this form](#) within 10 school days of receiving the written response from the Executive Director.
7. A representative of the Board of Directors will send a written acknowledgement of receipt of complaint to the complaining party within 5 school days of receiving a request for review of a formal complaint.
8. The Board of Directors will investigate the formal complaint further, if necessary, and respond to the complaining party in writing with their findings and decision within 30 school days, or as practicable, from receipt of the formal complaint.