



Grievance and Conflict Resolution Policy

Conflict is part of any development or growth process and may arise in any community. An effective grievance and conflict resolution process is therefore an essential component of our school. The grievance and conflict resolution procedure is a model for all members of the SIA community and is designed to address issues that may arise. Any grievance at the school will fall into three primary categories:

1. Complaints about a student, the classroom experience, or with a teacher
2. Complaints or concerns about a school-wide policy or administration
3. Complaints or concerns about a parent or community member involved with the school.

Where a grievance involves an issue arising in the classroom, parents should first seek to resolve the issue with the classroom teacher. If resolution with the teacher is not feasible or the grievance involves a school-wide policy or another parent at the school, the parent pursuing the grievance should seek to resolve the issue with the Head of School. The grievance will be acknowledged via written response within 10 business days.

Once all efforts to resolve a grievance have been exhausted with the school's staff and leadership, a parent may bring a grievance to the attention of the Board of Directors as follows:

- Any grievances should be made in writing. This allows all parties involved to work from a consistent body of information. Submission may be made by contacting the chair of the Board of Directors at boardofdirectors@spokaneintlacademy.org
- The Board will not address a grievance that is made anonymously, based on hearsay, or made on behalf of another family.
- The Board will not address a grievance where resolution has not been exhausted through the teachers, directors or Head of School.
- The Board will not address specific grievances about the performance of an individual school employee in a public meeting. Any such grievances brought at a public meeting will be taken under advisement by the Board and responded to at a later time.
- The Board, when presented with an incident involving one of the school's approved policies, i.e. attendance, behavior/discipline, or retention/promotion of students in grade level, will refer families to that policy in their decision.
- The Board may, at its discretion, notify the individual school employee(s) about grievances brought against them. Parents may, however, request that they not be personally identified as the party bringing the grievance.

For any grievance presented to the Board, discussion will take place in an open session. A response via written letter will be sent within (30) thirty days of receipt of the grievance. Given SIA's classification as an independent entity and Local Education Agency (LEA), the decisions made by the Board of Directors are final.