

Grievance Policy

CVCS intends to create a procedure that facilitates solving problems and addressing complaints and concerns in an efficient, timely manner among the directly involved parties.

0.1 Initiating a Complaint.

Except as otherwise set forth below, a student, parent, CVCS employee or administrator or any member of the public who wishes to express a complaint or concern that is not a violation of law (a separate policy governs alleged violations of law) should first address the matter in writing either:

- (a) with the CVCS employee or administrator involved, or
- (b) with that employee's or administrator's direct supervisor (including, where applicable, the Head of School).

Parents may address complaints or concerns with the PAC in addition to addressing them as set forth herein. Complaints or concerns relating directly to the Head of School should be addressed with the Board, as provided in Section 0.4 below.

0.2 Involvement of the Affected Employee's or Administrator's Supervisor

When a complaint or concern is initially addressed with an employee or administrator, that employee or administrator shall notify his or her direct supervisor in writing of the complaint or concern as soon as practicable, which notification shall include a summary of actions that have been taken by the employee or administrator to respond to and resolve the complaint or concern. The supervisor shall then determine what additional actions, if any, should be taken.

When a complaint or concern is initially addressed with an employee's or administrator's direct supervisor rather than with the employee or administrator, the supervisor shall as soon as practicable either (a) require the complainant to first address the complaint or concern with the applicable employee or administrator or (b) become directly involved in further communications with both the complainant and the employee or administrator in an effort to resolve the issue. Alternatively, when a complaint or concern is brought to an employee's or administrator's supervisor after it has been addressed with the employee or administrator and no resolution has been reached, the supervisor shall as soon as practicable communicate with both the complainant and the employee or administrator in an effort to resolve the issue.

0.3 Involvement of the Head of School

If the complainant's complaint or concern is not resolved as provided above, the complainant should address the matter in writing with the Head of School. In the event any such matter is addressed with the Head of School, the Head of School shall as soon as

practicable (a) notify the Board and its attorney in writing, (b) discuss the matter with the applicable parties, (c) gather and consider such information as he or she deems appropriate, which shall in each case include consultation with the Board and its attorney and may also include consultation with CVCS employees and administrators and outside experts, (d) make a finding on the matter, and (e) notify the Board in writing of such finding, which notification shall include a summary of the information gathered and considered by the Head of School in making such finding.

0.4 Involvement of the Board

If a complaint or concern is addressed as provided above and the complainant is dissatisfied with the Head of School's finding on the matter, the complainant may appeal the decision in writing to the Board, which may in its sole discretion hold a meeting to review the finding of the Head of School, to hear the applicable parties, to gather and consider such information as it deems appropriate, which may include consultation with CVCS employees and administrators and outside experts (including, without limitation, attorneys), and to make a decision regarding the complainant's appeal. Generally all parties involved, including the CVCS administration, will be asked to attend such meeting for the purposes of presenting additional facts, making further explanations, and clarifying the issues.

If a complaint or concern relates directly to the Head of School, the complaint or concern may be addressed in writing with the Board, which may in its sole discretion hold a meeting regarding the matter to hear the applicable parties, to gather and consider such information as it deems appropriate, which may include consultation with CVCS employees and administrators and outside experts (including, without limitation, attorneys), and to make a decision regarding the matter.

Pursuant to the Illinois Open Meetings Act, the Board may elect to hold any meeting described in this Section 0.4 in Executive Session if the subject matter qualifies.

Meetings described in this Section 0.4 shall not be adversarial in nature. While attorneys representing parties attending any meeting described in this Section 0.4 are welcome, counsel shall not be permitted to examine or cross-examine witnesses or make formal evidentiary submissions. Counsel for any party attending a meeting described in this Section 0.4 may make a statement on behalf of his or her client during such meeting, or make a written submission to the Board within 48 hours after the conclusion of such meeting.

If a complaint or concern is not properly addressed using the process outlined in Sections 0.1 through 0.4 above, the Board will ask the complainant to follow the appropriate steps outlined above before the Board considers the matter.

To make an appeal to or otherwise address a matter with the Board, a letter summarizing the complaint or concern, including dates and all pertinent information, should be forwarded to the President of the CVCS Board at CVCSBoardPresident@chicagovcs.org. Where appropriate, the Board will endeavor in good faith to promptly notify the Head of School of

any such matters that are appealed to or otherwise addressed with the Board.

0.5 Documentation of Grievances

All complaints and concerns addressed pursuant to this policy, regardless of their nature, shall be documented and filed with the Secretary of the Board, which documentation and filing shall include a detailed description of (a) the underlying matter, (b) each party listed above with which such matter has been addressed and (c) all actions taken, information gathered and findings made by each such party with respect to such matter.

Policy to be included in the following policy manual areas:

- Employee Handbook
- Under policies related to Grievance/Conflict resolution related to Parent/Learning Coach issues
- Under School Operations and Program policies

Adopted November 17, 2010

***Amending policies: Employee Complaint Resolution Section of 2010-11
Employee Handbook***

Amending Board Policy: Section 2.80 Unified Grievance Policy