

## Parent/Guardian Conduct Policy and Grievance Procedure

In order to ensure our full community reflects our PEAK values and the culture we all aspire to, the following document is a parent conduct policy and grievance procedure for all RMP campuses. This document is intended as a supplement to the parent handbook for the 17-18 school year.

As outlined in the PEAK contract signed yearly, as Rocky Mountain Prep staff we work tirelessly to operate elementary schools where all students are on-track to succeed in a 4-year college and in life. This includes our commitment to:

- Arrive at school on time and prepared for an academically rigorous, values-driven environment every day
- Assess scholars regularly and fairly
- Enforce all rules and policies consistently and fairly
- Communicate with parents openly, honestly and frequently with both positive and constructive feedback
- Maintain the highest standards of academic performance and conduct

As we strive to create transformational learning spaces for all of our scholars we recognize that we can not do this well without partnering with families and engaging our communities. Families are our scholars' first and longest lasting teachers. RMP staff works hard to partner effectively with parents and guardians to ensure our scholars are successful while at RMP and beyond. As part of that partnership, we welcome and encourage parents to participate fully in the life of the school. The purpose of this policy is to outline expected conduct for any partners visiting our campuses so we can continue to thrive, progress and achieve as community:

We expect parents and any other visitors to:

- Demonstrate our shared PEAK values of Perseverance, Excellence, Adventure, and Kindness
- Treat others with dignity and respect
- Commit to learning as much as possible about RMP's approach to be able to support their scholar
- Follow the school's rules, calendars, deadlines and expect your scholar to do the same
- Speak respectfully to teachers, staff and other parents whenever on school grounds, especially when there is a disagreement
- Build a bridge of acceptance and understanding, and expect your scholar to do the same, among the different cultures represented at the school
- When concerns arise, follow the grievance policy outlined below to ensure any issue is appropriately addressed
- Have appropriate permissions to enter school grounds, including signing in

## **Civility code**

RMP requires that all communication with parents, guardians, or any other community partners be mutually respectful. The school will retain the right to end any meeting or phone conversation in which the volume, tone, or substance of the communication is rude (name-calling or frequent interruptions), profane (cursing or profane language), or threatening. Moreover, when conversations have clearly gone past the point where productive problem-solving is an option, the school reserves the right to end the conversation and schedule additional time at a later date. If any parent, guardian, or community member believes staff has not responded appropriately and with respect in any discussion, they should follow the grievance policy outlined in the next section.

RMP staff reserves the right to require parents, guardians, or community members who violate the civility code to provide written requests for meetings, outlining the nature of the concern and with whom they would like to speak. The school also reserves the right to require parents who have violated the civility code to either meet off-campus at an agreed-upon location (e.g. a public library, community center) and/or to meet on campus 30 minutes after school ends. The school reserves the right to bar an individual from the school site if there are repeated violations in order to ensure the safety of all scholars and staff and to ensure that there is a calm, productive, positive learning environment for all scholars.

## **Grievance Procedure**

The Rocky Mountain Prep Board has defined a clear process for any complaint, grievance or concern by a parent or guardian of an enrolled RMP student. The following is a summary of the grievance policy. Please request a copy of board bylaws for the full policy and process.

**Step 1 - Raise the concern:** Any parent/guardian of an enrolled RMP student should first raise and attempt to resolve the issue with the person who is the subject or source of the dispute.

- Disputes about classroom or related practices should first be raised with teacher(s) / staff,
- Disputes about general practices or administrative actions at the school level should first be raised with the Assistant Principal, the Principal, and then the principal's manager
- Disputes about network central office practices should first be raised with the staff involved
- Disputes related to general practices of the central office should go to the CEO

**Step 2 - Initiate a grievance.** If an issue or dispute is not resolved at Step 1, the parent/guardian may put such grievance in writing, submitting it to the next highest level in the RMP administrative chain of command. For example, a dispute first raised with a teacher must be filed at Step 2 with the Assistant Principal or Principal, and a dispute first raised with central office staff must be filed at Step 2 with the CEO. The written grievance must address the following questions:

1. What is the issue and what step have been taken to resolve it?
2. Is there a person your grievance is against? If so, who?
3. Are there any relevant witnesses? If so, who?
4. What would you like to see changed as a result of raising the grievance?

**Step 3 - CEO Review:** In the event the parent/guardian who wrote a building-level grievance is not satisfied with the resolution presented by the Principal and thereafter wishes to initiate a further review, he or she must, within 14 business days of the Principal's decision, ask for review by CEO.

**Step 4 - Board Review:** The Board may undertake to review a dispute under the following circumstances, at its sole discretion:

1. If the CEO has made recommendations for Board action; or
2. If the parent/guardian who escalated appropriately to the CEO, and is not satisfied with the resolution presented by the CEO and thereafter wishes to initiate a further review, he or she must, within 14 business days of the CEO's decision, ask for review by the Board
3. If the Board decides, due to extraordinary circumstances, overall sensitivity or importance of the issue, that a matter should be removed from review by the CEO and resolved instead by the Board

**Confidentiality:** Grievances may or may not concern matters that are confidential as a matter of law. In order to discourage rumors and promote effective dispute resolution, however, all parties to a matter are expected to maintain confidentiality during the grievance process to the fullest extent possible. RMP and the Board cannot and do not, however, guarantee the confidentiality of matters raised in grievances. If translators are needed for any confidential conversations, RMP may seek outside translators but will need at least 1 week notice before a meeting.

**Harassment Exception:** Any parent/guardian may skip a step in the "chain of command" if following chain-of-command would require having their grievance heard by a person they are making a complaint against, or expressing a concern relating to sexual harassment or other types of discrimination or harassment conduct or actions.