

Grievance Process [14 Del. C. § 512(9)]

- 1. Explain the process that the school will follow should a parent, student or staff member have an objection to a governing board policy or decision, administrative procedure, or practice at the school.**

All teachers, staff and parents are encouraged to share their concerns about the operations of the school with the School Leader. The school will have a process for the filing of grievances which will include interviews with the school leader, written documentation to support claims and if necessary, observations of individuals in question. The School Leader will share with the SMS Operating Board all incidences of discipline, grievance and infractions of state law or regulations as soon as practicable. The Operating Board will not act unless requested by the School Leader. Parents and teachers will have an opportunity to appeal to the SMS Operating Board if there is a claim of inaction or lack of due process on the part of the School Leader, which will issue an initial decision of whether or not to hear the grievance. If the School Leader is subject to the grievance, interviews with all of the actors will occur by the SMS Operating Board. The SMS Operating Board will be notified of the incident and take appropriate action.

Any action which constitutes criminal activity will be referred to law enforcement authorities immediately, for which the criminal justice process will take precedent.

- 2. Identify the goals of the Board of Directors in terms of monitoring and resolving staff and parent complaints.**

The goals of monitoring and resolving staff and parent complaints are two-fold:

- To provide appropriate and timely due process for students, parents and teachers in incidences which impact a child's learning opportunity;
- To allow constructive dialogue to occur to improve the school's delivery of its program. All complaints will be view within a framework of how the school can improve its delivery of quality education to the students.