

1.6 Governance and Management.

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

1. Explain the process that the school will follow should a parent, student or staff ..

Accountability for the school's success rests on strategic decisions made by the Board, and on the execution of academic and operational programs by the CEO/President, the School Leader, and the school's staff. Parent and teacher representation on the Board and the Citizens Board Oversight Committee will be a primary means of assuring that LTA families have influence and a path of recourse on matters of importance or concern. Parent representatives will be selected from at-large nominations from the students, parents, and stakeholders for the Board and other committees

In the event a parent and/or student has an objection to a Board policy, administrative procedure, or practice at the school, a written communication will be required defining the concern, along with a description of the circumstances surrounding the concern, and the impacts of the identified policy, procedure, or practice. Fifteen minutes of each monthly board meeting will also be reserved for public comment to allow an opportunity for grievances to be discussed publicly. Concerns about a Board policy will be directed to the Board President; concerns about administrative procedures or practices will be directed to the Board President, CEO, and the School Leader.

Consideration of the concern by the Board President, CEO, and/or School Leader will involve, but not be limited to, careful review and investigation of the complaint; discussion among members of the leadership team; communication with the originator of the grievance to seek more information or clarity, as needed; and a decision rendered to the complainant, which will be communicated in writing. The grievance may or may not result in a change of policy, procedure, or practice by the Board. The grievance process will be communicated to parents through the, Parent Teacher Organization, the Parent/Student Handbook and the school's website. The Board President will develop a mechanism for tracking grievances to ensure a decision is rendered to the complainant in a timely fashion. *See Appendix 2 Section 1.6 Governance and Management Grievance Procedures and Affiliated Forms.*

2. Identify the goals of the Board of Directors in terms of monitoring and resolving....

LTA Governing Board will have an effective complaint handling process. LTA GB will uphold a family relationship and open door policy for addressing complaints through the CEO of the school as the Board's Liaison. The GB will create an environment whereby parents and the community at large will be able to sit down at the table and dialogue regularly. LTA mission is to ensure that parents conduct themselves as stakeholders in their student's education. Complaints might be seen as a nuisance, but there is value in having an effective complaints handling process. LTA GB goal is to address complaints in a reasonable time. This process can resolve a problem before it becomes worse, and promote good relations with parents and other community members.

LTA GB does not want its parents feeling angry or frustrated. Parents will find it difficult to explain the problem, or just not be comfortable raising their concerns. LTA will have an effective complaints handling process; which means there is somewhere for parents and staff to go.

Complaints can also be a window into what is going on at LTA. Complaints provide information about any problems that might be occurring within the school, and an opportunity to sort out those problems before they escalate and cause widespread concern. The following goals for monitoring and resolving staff and parent complaints:

DESIGN:

- Have clear procedures for both staff and parents to follow.
- Be accessible, with advice available to parents about the complaints system and how to allow for resolution at the lowest level possible, including the ability for the student's teacher to resolve complaints where appropriate.
- Provide for referral of a complaint to senior staff where necessary, and an ability for a staff member not previously involved in the matter to consider the complaint.
- Include regular oversight by the School Leader Board, with reports provided on complaints received and their outcome, and the information used to improve the services provided by the school generally.

PROGRESS: When a complaint is received from a parent or teacher, steps will be taken to make sure it is progressed such as by:

- Acknowledging to the person that the complaint has been received
- Deciding who will deal with the complaint, what priority it will be given, and when it should be completed
- If the matter cannot be resolved immediately, determine what action needs to be taken into consideration to complaint and who needs to be consulted
- Explaining the outcome to the person making the complaint, and providing reasons for any decision made or remedies offered
- Recording the complaint and its outcome, and reporting to the School Leader and Board as appropriate.

FAIRNESS:

- A complaint's handling process should allow all complaints to be judged fairly on their merits.