Vista Charter School Grievance Policy

Vista Charter School believes that, as adults, we must model healthy and respectful communication for our students. The school is committed to promoting healthy communication among students, parents, teachers, and administrators, and encourages school community members to express any concerns directly with the individual involved so that the school's focus remains on student learning. In the interest of promoting the efficient resolution of grievances, the procedures below set forth the process for resolving conflicts and settling differences. This process strives to support prompt and equitable resolution of disagreements at the lowest possible faculty or administrative level.

This policy provides a fair and objective process for students, parents, and guardians ("Grievants") to resolve complaints regarding school decisions, practices, or incidents. The school is committed to resolving disputes at the most immediate level possible; however, this formal process is available when informal efforts are exhausted.

1. **Address Issue with Those Directly Involved.** The grievant must first bring the concern to the attention of the individual(s) directly involved. A meeting should be scheduled where the concerns can be expressed in private and in an environment conducive to resolution. If the grievant brings the concern directly to the attention of the School Leader without first attempting to address the issue at the lowest level, the School Leader may re-direct the grievant to the appropriate level in the process.

   A grievant is not required to address the issue with the person directly involved if the grievant is alleging harassment or discrimination.

   - In case of grievances relating to allegations of harassment or discrimination against students, please see the school's Harassment and Discrimination Investigation Procedures for Students Policy available here: vistacharter.org
   - In case of grievances relating to allegations of sex-based harassment, please see the school's Sex-Based Harassment Investigation Procedures Policy available here: vistacharter.org

2. **Address the Issue with the School Leader:**

   A. If a satisfactory resolution is not reached at the lowest possible level, or where the complaint directly involves the School Leader, the concern may then be brought to the attention of the School Leader. Complaints must be delivered via email or hard copy to the School Leader and must include: (i) the date, time, and

location of the incident; (ii) the names of the school staff involved; (iii) a specific description of the incident, decision, or practice giving rise to the issue; (iv) a summary of the informal conflict resolution strategies attempted; and (v) the specific resolution or remedy requested.

B. Initial Review and Response: Within five school days of receiving the formal written statement, the School Leader or a neutral administrative designee shall acknowledge receipt in writing, conduct a preliminary review to ensure the complaint falls within policy scope, and contact the Grievant to schedule an investigative interview or provide a preliminary written response if the facts are undisputed.

C. Investigation and Due Process: The school shall ensure all parties have a full and fair opportunity to present their perception of the events. Any staff member named in the grievance will be notified and provided five school days to submit a written rebuttal or participate in an interview. The School Leader will review relevant documents and interview witnesses as necessary, and both parties shall be given the opportunity to respond to the evidence and witness statements gathered during the investigation before a final decision is rendered.

D. Decision and Notice: Within 10 school days following the conclusion of the investigation, the School Leader will issue a Final Written Determination including a summary of the allegations, the findings of fact, and the school's decision with the supporting rationale.

E. Conflict of Interest: If the grievance is filed against the School Leader, the Grievant shall submit the formal complaint directly to the Board of Directors or their designee, who will then appoint an independent investigator to fulfill the roles and timeframes outlined in this policy.

3. **Prepare a Written Grievance for the Board of Directors.** In cases when the concern has not been addressed at Steps 1 and 2 to the satisfaction of the grievant, the grievant may file a formal written grievance to the School's Board of Directors. The written grievance must detail (i) the date of the incident (if applicable); (ii) the School staff member involved; (iii) a description of the incident, decision, or practice that gave rise to the issue; (iv) the conflict resolution strategies that have been attempted thus far; and (v) the grievant's requested resolution.

Current contact information for the Board can be found at vistacharter.org under the 'Board of Directors'. Within 10 days from receipt, the Board Chair, or his/her designee, will review the written grievance and provide a written response to the grievant either determining that the grievance warrants full review by the Board or declining to review the written grievance. If the Board Chair, or his/her designee, determines that the grievance warrants full review by the Board, the Board shall review the grievance at its next regularly-scheduled Board Meeting and issue a written decision to the grievant within 10 days of the meeting. If declining review, the School Board's written response to the grievant will explain the reasons for the determination.

While any member of the public is always welcome to speak in an open board meeting, no grievance issue will be addressed by the Board without the grievant having first followed these proper procedures. Issues of employee or student privacy may be addressed in Executive Session, as is legally proper.

4. **Submit a Written Grievance to the Colorado Charter School Institute ("the Institute") Executive Director.** If the grievant is not satisfied with the School Board's determination not to review the written grievance or the written resolution reached by the Board after reviewing the grievance, the grievant may submit its concerns in written format to the Institute within five business days from receiving the written decision of the Board. After review, the Institute's Executive Director will publish his/her conclusions in writing within 15 calendar days from receipt of the written concern. The decision of the School's Board will not be overturned unless there are compelling grounds that the School violated an applicable law, regulation, policy, or contract provision. The Institute can be contacted at (303) 866-3299 or csi_info@csi.state.co.us.

Adopted: 5/26/2026

REFS.:

CSI Grievance Policy