

Adopted: 1/14/2014

Revised: _____

HOPE CHINESE CHARTER SCHOOL GRIEVANCE POLICY AND PROCEDURE

It is the policy of Hope Chinese Charter School that all employees, students, parents and visitors have the right to voice their complaints or grievances about matters pertaining to its school.

What May be Grieved

The HCCS grievance process should be used as follows:

- To deal with complaints and concerns related to academic environment, employment arrangements or interpersonal conflicts
- To resolve complaints of discrimination based on race, color, religion, creed, sex, national origin, age, disability, veteran status, sexual orientation.

Who May Grieve

The procedures below may be used by grievant who is an employee, student, parent or visitor.

Other Remedies

The existence of this procedure does not prevent grievant from also filing claims in other forums to extent permitted by state or federal law.

Informal Grievance

Because most difficulties can be resolved by communicating a concern, grievant is encouraged to discuss the concern or harassment complaint promptly and candidly with their immediate supervisor, the classroom teacher or HCCS Principal.

The grievant is not required to discuss his or her complaint with the alleged harasser or perpetrator in any manner or for any reason prior to initiating a formal grievance.

Formal Grievance

Within 90 days of encountering the harassment, discrimination or complaint that is the subject of the grievance, a grievant will supply a written notice with the HCCS Principal. Grievant may, but is not required to, use the Grievance Form that is included below and is also available from school administration.

The written notice shall identify:

- Nature of complaint
- Date(s) of occurrence
- Desired result
- Sign and dated by person filing the grievance

In event of grievance being filed by legal guardian or parent of student and legal guardian/parent shall sign and date the grievance.

The Principal will immediately initiate an adequate, reliable, impartial investigation of the grievance. Each formal complaint will be investigated and documented. Included in investigation: witness interview, related documents and allowing parties to present evidence.

All documents related to the investigation and discussion held in this process are considered EXTREMELY CONFIDENTIAL and not to be revealed or discussed by any participants with persons not directly involved with the complaint, with its investigation, or with the decision making process. This provision does not include discussion with governmental authorities.

Within 30 business days of receiving written notice, the School Principal shall respond in writing to the grievant. The Response shall:

- Summarize the course of the investigation
- Determine the validity of the grievance
- Determine the appropriate resolution

If as result of the investigation, harassment or valid grievance is established, appropriate corrective and remedial action will be taken.

Appeals

If the grievant is not satisfied with the Response, the grievant may appeal in writing to the HCCS Board of Directors within 30 days of the date of the Response summarizing the outcome of the investigation. The written appeal must contain all written documentation from the initial grievance and the grievant's reasons for not accepting the Response. The appeal in letter form may be sent to Hope Chinese Charter School Board of Directors at Board@hopeccs.org.

Within 15 days from receiving the written appeal, the HCCS Board will respond in writing to the appellant as to the action to be taken and the reasons.

Prohibition Against Retaliation

HCCS pledges that it will not retaliate against any person who files a complaint in accordance with this policy, or any person who participates in proceeding related to this policy. In addition, HCCS will not tolerate any form of retaliation against any person who makes a good faith report or complaint about perceived acts of harassment, discrimination or concern or who cooperates in an investigation of harassment, discrimination or concern. Any person found to be engaging in any kind of retaliation will be subject to appropriate disciplinary action.

Modification

HCCS may approve the modification of the procedures in a particular case if the modification is for good cause and does not violate due process rights or policies of HCCS.

Contact information:

Principal: Julie Rickman
Address: PO Box 91602
Portland, OR 97291
Phone: 971-226-7500
Email: Julie.Rickman@hopeccs.org

Hope Chinese Charter School Board
Address: PO Box 91602
Portland, OR 97291
Phone: 971-226-7500
Email: Board@hopeccs.org

Grievance Form

This form may be used to present a grievance about Hope Chinese Charter School. The information requested in this form should be provided to the School Principal in following format and signed by individual bringing the complaint.

Please answer all the relevant questions. If the space provided is too limited, attach an additional sheet or sheets as necessary. Please be sure to sign the last page.

Today's Date: _____ -- _____ -- _____

Name of Grievant/Person with Complaint: _____

Address: _____

Telephone: _____

Email: _____

Name of Adult(s) involved: _____

Name of Student(s) involved: _____

Grade of Student(s) involved: _____

Date of Incident: _____

Provide detailed statement of the nature of your original complaint that is clear and legible: *Please attach additional pages if necessary.*

Desired Result: _____

Signed _____

Date submitted: _____

Please attach copies of all correspondence between you and the school related to the complaint. Please submit the completed form with attachments to:

School Principal
Hope Chinese Charter School

PO Box 91602 Portland, OR 97291
Or email: Julie.rickman@hopeccs.org