

**TRINITY LUTHERAN CHURCH
BOARD OF CHRISTIAN SCHOOL POLICY MANUAL**

Grievance Procedures – Student or Parent

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I. Purpose

The following procedures outline specific steps, which are followed, by students or parents of Trinity Lutheran School in order to insure prompt and equitable resolution of grievances. Students or parents who believe they have been treated unfairly, or subjected to any form of abuse or sexual harassment may initiate the formal grievance procedures outlined below.

As in all matters of faith and life, Holy Scripture guides us. The procedures outlined below attempt to follow the guide of Matthew 18 in dealing with problems. How we deal with problems communicates one aspect of our Christian philosophy to the community. We are motivated by the love of Christ to approach all concerns as loving and caring brothers and sisters in the Lord.

II. Staff, Student and Parent Responsibilities Regarding a Grievance

A. Solve at Lowest Level

All problems will be solved at the lowest level whenever possible. It is the responsibility of student or parent who believe that they have been treated unfairly to initiate the grievance procedures.

B. Staff Responsibility

It is the responsibility of all staff to hear promptly and courteously all grievances registered in good faith by a student or parent within their class, to try to clarify misunderstandings, and to make reasonable adjustments of any complaints that arise in day-to-day situations.

III. Procedures to Be Followed in Resolution of a Formal Grievance

Step A - Formal Discussion

Students or Parents will discuss their grievances first with the staff member involved. If a grievance is not settled within 10 working days, or if the student or parent is not satisfied with the results, the student or parent may elect to proceed with step B.

Step B - Principal

1. The student or parent shall present the grievance in writing or in person to the school principal. The principal will arrange a meeting with both parties involved.
2. If the grievance is not settled within 10 working days, or if the student or parent is not satisfied with the results, the student or parent may elect to proceed with step C of the grievance procedures.

Step C - Written Presentation

1. The student or parent shall present the grievance in writing to the chairman of the school board. The written grievance must contain sufficient detail to identify and clarify the basis for the grievance. The written grievance should contain the following:
 - a. The specific action or incident upon which the grievance is based, the date the action or incident occurred.
 - b. The reason upon which the student or parent bases the belief that the action was unfair or unjust, and the specific policy or written agreement that was violated (if applicable).
 - c. Corrective action sought by the student or parent.
 - d. A brief summary of the students or parents attempts to date to resolve the problem, and the results of such actions.
2. Upon receipt of a written grievance, the chairman of the school board will take the following actions:
 - a. Establish and maintain a grievance file which will be the official record of all action taken during the grievance procedure.
 - i. The grievance file will contain the original written grievance, any written revisions, all written replies, and a dated summary of all official action regarding the grievance and resolution.
 - ii. The student or parent will have access to the grievance file and will receive a written copy upon request.
 - b. Consult with the staff member and the principal to gather all relevant information regarding the nature, circumstances, desired corrective action, and previous action taken regarding the grievance.
 - c. Study all relevant policies, and other written agreements.
 - d. Reach an equitable decision regarding resolution of the grievance, discuss such resolutions with the board members, and provide a written summary of the decision for the student or parent and the grievance file.
 - e. If the grievance is not settled within 10 working days, or if the student or

parent is not satisfied with the results, the student or parent may elect to proceed with step D of the grievance procedures.

Step D – Voters Assembly

1. The student or parent, if dissatisfied with the decision, may appeal to the Voters' Assembly by presenting a written request to the President of the Congregation at least 7 days prior to Voters' Assembly meeting.
2. The decision of the Voters' Assembly is final.