



## **GRIEVANCE PROCEDURES FOR PARENTS/STUDENTS**

NMSS works to create an environment that is welcoming to all. In the event that a student, parent, staff member, or community member has a concern or a problem and would like to file a formal grievance, the following procedures will be followed.

### **Level One –Principal or Immediate Supervisor**

1. If, after informal discussion with the school principal or immediate supervisor, the grievance still exists, the grievant may, within 180 days after the grievant knew, or should have known, about the event on which the grievance is based, invoke the formal grievance procedure.
2. The grievance shall be filed on a form available from the principal's office/Main Office. A copy of the grievance shall be delivered to the principal or immediate supervisor. All persons named in the grievance shall be notified that a grievance has been filed and an investigation is pending. The identity of the grievant shall be kept confidential to the extent necessary to carry out the purposes of this formal procedure.
3. Within fifteen (15) business days of the receipt of the formal grievance, the principal and/or immediate supervisor shall meet with the grievant and persons of her/his choosing in an effort to resolve the grievance. The principal and/or immediate supervisor shall indicate, in writing within fifteen (15) days of such meeting, the disposition of the grievance, and shall furnish a copy to the grievant and all persons named in the grievance.

### **Level Two – Committee of Board Members**

If the grievant is not satisfied with the disposition of the grievance from Level One, or if no disposition has been made after fifteen (15) days of such meeting, the grievance may be transmitted to a Committee of Board Members. Within sixty (60) days after the Committee of Board Members received, or should have received, the grievance, the Committee of Board Members, or designee, shall meet with the grievant and persons of her/his choice on the grievance and shall indicate her/his disposition of the grievance in writing within sixty (60) days of such meeting, and shall furnish a copy to the grievant and all persons named in the grievance.

### **Level Three - Board of Directors**

If the grievant is not satisfied with the disposition of the grievance, or if no disposition has been made after sixty (60) days of such meeting, the grievance may be transmitted to the Board of Directors by filing the form with the Office Manager. The Board no later than its next regular meeting or thirty (30) days, whichever shall be later, shall meet with the grievant and persons of his/her choice. Disposition of the grievance in writing by the Board shall be no later than sixty (60) days thereafter. A copy of such disposition shall be furnished to the grievant, all persons named in the grievance and the principal and/or immediate supervisor.