

## **Dispute Resolution & Grievance Process Policy & Procedure**

### **Grievance Process For Disputes between Fort Collins Montessori School and Parents, Students, Staff or Other Members of the Public**

The Grievance Process provides a means by which conflicts can be resolved. Parents, students or teachers may initiate this process. Such a request must be in writing, using the Dispute Resolution Form and submitted to the Head of School for further action. The Head of School will then communicate with those involved in the conflict within two working days. A meeting will take place within five working days at the end of which a plan for resolution will be agreed upon. If, after completion of this meeting, the conflict has not been resolved to the satisfaction of the parties involved, it may then be taken to the Fort Collins Montessori School Governing Board of Directors for a final ruling. The procedure for filing concerns is as follows:

1. The parties will make every attempt to communicate the concern directly to the teacher, the Head of School, or the parent(s) for resolution. An appointment should be set up where the concern can be expressed in private. Care should be taken to express concerns calmly and respectfully so that an environment conducive to resolution can exist. In addition, care should be taken to not discuss the issues with others not involved in the dispute.
2. If the parties are unable to come to a resolution, they may use the Complaint Form to file their concern, in writing, with the Head of School using the Dispute Resolution Form, which can be obtained in the Fort Collins Montessori School Office or the website.
3. In cases where the concern has been addressed with the Head of School, and any party remains dissatisfied with the decisions made to resolve the conflict at this level, that party may take their concerns to the Fort Collins Montessori School Governing Board. Such a complaint will be made in a written statement using the Dispute Resolution Form, which details the violation, procedures taken and requested remedy, and the issue of dispute shall be submitted to the Fort Collins Montessori School Governing Board at least one week prior to the next Board of Directors meeting. Complaints submitted later will be addressed at the subsequent meeting of the Board of Directors. Emergency issues will be dealt with on an as-needed basis, with the Board of Directors responding at or prior to its next regular public meeting.
4. The Board of Directors may hear arguments from the parties, review prior decisions and evidence, and make inquiries as it deems necessary. The Board of Directors shall render a written decision within ten business days after the meeting unless additional time is needed. The Board of Director's decision shall be final.

### **Dispute Resolution For Disputes Between Fort Collins Montessori School and Poudre School District**

Fort Collins Montessori School agrees to follow the dispute resolution procedure as stated in C.R.S. §22-30.5-107.5:

In the event a dispute arises between Poudre School District (“school district”) and Fort Collins Montessori School concerning governing policy provisions of the school’s charter contract, either party may request dispute resolution pursuant to this article upon written notice to the other party. Written notice of intent to invoke this process must include a brief description of the matter in dispute and the scope of the disagreement between the parties. Within thirty (30) days of receipt of written notice, Fort Collins Montessori School and the Poudre School District shall agree to any form of alternative dispute resolution to resolve the dispute. Any form chosen must result in final written findings by a neutral third party within one hundred twenty (120) days after receipt of such written notice. The neutral third party shall apportion all costs reasonably related to the mutually agreed upon dispute resolution process. Fort Collins Montessori School and Poudre School District may agree to be bound by the written findings of said neutral third party, in which case such findings are final and not subject to appeal. If the parties do not agree to be bound by such written findings of the neutral third party, the parties may appeal such findings to the State Board of Education. The party appealing the findings must provide the State Board of Education and the other party with a notice of appeal within thirty (30) days after the release of such findings, and the notice of appeal shall state a brief description of the grounds for appeal. The State Board of Education may consider such written findings, along with other relevant materials in reaching its decision, or it may, after sufficient notice, conduct a de novo review and hearing on the underlying matter. The State Board of Education shall issue its decision on the written findings of the neutral third party within sixty (60) days of receipt of notice to appeal. If the State Board of Education decides to conduct a de novo review, it will make its own findings within sixty (60) days of its own motion for a de novo review. If the State Board of Education finds that either of the parties has failed to participate in good faith or comply with a decision reached after agreeing to be bound to it, the State Board of Directors shall resolve the dispute in favor of the aggrieved party. The decision of the State Board of Education is final and not subject to appeal.

Fort Collins Montessori School  
Dispute Resolution Form

Please check one of the following as it applies to you:

- Student       Parent       Employee       Other

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Is complaint generally about:

- Curriculum/Materials     Teacher(s)     Physical site     Administration

Details: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Have you attempted to resolve this problem informally? Yes\_\_\_\_ No\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please keep a copy and turn the original into the Administrative office. The Dispute Resolution Process will follow the process described in the Dispute Resolution Policy and Procedure.