

Grievance Procedure for Community Members

The purpose of this procedure is to establish channels for the timely and equitable resolution of issues and complaints of Lab community members (e.g. parents/guardians, students, staff and teachers, volunteers, visitors, vendors, and other partners) about established rules of conduct, policies, practices, regulations or laws, including Lab's charter, mission and vision. This procedure does not apply to employment-related issues or student discipline decisions. Community members are encouraged to follow this procedure as soon as possible after any issue or underlying event occurs and, at most, within 30 school days. Anonymous issues and grievances or those brought forth in public comment at a Board meeting will not be considered under this procedure. Retaliation for utilizing this procedure will not be tolerated.

If an issue or complaint involves a severe and imminent threat to student health and safety it should be brought to the immediate attention of the appropriate Head of School, the Executive Director, or Human Resources.

A community member with an issue that needs to be addressed should resolve the issue as follows:

Level 1 - Informal Resolution Process

- Personal issues are to be resolved between the respective parties.
- A school-related issue with faculty, staff, or administrator should be resolved with that person through a scheduled meeting or conversation. A brief hallway discussion is not considered a Level 1 meeting.
- If the issue is not satisfactorily resolved, then the community member should contact the appropriate Head of School, who will decide whether to speak to the parties individually or together to resolve the issue.
- If the issue regards a Head of School or other leadership team member, or if the issue is such that the Head of School is biased, has a conflict of interest, or would be considered by a reasonable person to be biased or have a conflict of interest, then the community member should contact the Executive Director. If the issue regards the Executive Director, Board of Directors, or an individual Board director, or if the issue is such that any of those individuals has or could be considered to have bias or a conflict of interest, then the community member should contact the Board Chair.
- Within five school days of any meeting or conversation, the Head of School (Executive Director or Board Chair) will communicate their proposed resolution to the involved parties.
- If, after speaking with the Head of School (Executive Director or Board Chair), the aggrieved community member does not agree with the proposed resolution or there is an impasse, then the community member can follow the formal grievance process below.

Level 2 - Formal Grievance Process

Step 1. Written Grievance: The community member may submit a written grievance to the Executive Director if they made a good faith effort to follow the steps in Level 1 of this policy and are not satisfied with the proposed resolution (or impasse). They have five school days from the date of the proposed resolution (or impasse) to submit their written grievance.

The community member submits their formal grievance by emailing or mailing to the Executive Director the following information: identity of the person(s) against whom the grievance is filed; the established rule of conduct, policy, practice, regulation or law that was allegedly violated; the facts of the grievance; and the specific relief sought.

Upon receipt of the written grievance, the Executive Director or their designee will schedule a meeting with the community member who submitted it. Then, if necessary, the Executive Director or their designee may conduct an investigation of the facts before rendering a decision. The meeting and any investigation will be completed within 10 school days of receipt of the grievance. The Executive Director will issue their final decision within five school days of completion of any investigation.

If the Executive Director proposed a resolution at Level 1 or otherwise has a real or reasonably perceived bias or conflict of interest, then the written grievance should be delivered directly to the Board Chair, who will follow the same investigation and decision timeline above before issuing a final decision *that is not appealable*. The Board Chair may include no more than two other Board directors to assist them. If the written grievance is about the Executive Director, Board of Directors, or an individual Board director and the Board Chair proposed a resolution at Level 1 or otherwise has a real or reasonably perceived conflict of interest or bias, then the Vice Chair will lead the investigation and decision process.

Step 2. Appeal: If the formal grievance cannot be resolved directly with the Executive Director or the community member disagrees with the Executive Director's decision, then the community member may appeal the Executive Director's recommendation in writing to the Board Chair by mail or email within five school days of the Executive Director's decision or failed resolution. The appeal should include the information submitted in the written grievance and should describe the steps taken leading up to the appeal. It should also include an attestation that the community member made a good faith effort to follow the informal and formal procedures above, as well as their signature.

Board's Response. The Board Chair has 10 school days from receipt of the appeal to complete their investigation, which includes reviewing the written grievance, the information presented as part of the Executive Director's investigation, and the Executive Director's decision. The Board Chair may also decide to meet with the involved individuals. The Board Chair may include no more than two other Board directors to assist. If the Board Chair has a conflict of interest, then the Vice Chair will lead this effort.

Final Decision. The Board Chair will communicate their final decision in writing within five school days of completing any investigation. *The Board Chair's decision is final and cannot be appealed.*