

Policy: Grievance for Staff

Adopted November 30, 2020, amended February 2, 2021

This policy is in place to respond to grievances by staff, and volunteers. It is expected that any party with a concern (initiator) should first try to resolve it informally by open communication with their direct supervisor. If this does not lead to satisfaction, the initiator may reach out to a more senior member of the school leadership team to seek resolution. Most concerns will find appropriate resolution through this approach, however if this informal process does not lead to a resolution, and the initiator believes the issue meets the definition of a grievance set forth below, they may initiate the formal grievance process as below.

1) Definition of a grievance: A formal written complaint stating that a specific action has violated a Telra Institute Bylaw, Policy, law, or regulation. Notwithstanding the above, this grievance policy does not apply to a complaint of sexual harassment, discrimination, retaliation, or a complaint under Title IX. These issues shall be handled pursuant to the relevant policy or state or federal laws. Furthermore, a complaint regarding the non-renewal or termination of employment, disagreements on day-to-day operations, employee discipline, or employee reviews does not constitute a grievance.

2) Time limits: A grievance will only be heard if the complaint has been filed within fifteen days of the act that is being reported. The fifteen-day deadline may be extended at the discretion of the Head of School or CEO.

3) Grievance process:

a) To file a grievance, the initiator must submit a letter in writing (email accepted) stating the Bylaw, Policy, law or regulation that was violated including the details of the actions and the place, date, and time of the violation. The letter should include any details about the event that may be helpful in the decision-making process. The letter should be submitted to the Head of School and the Chair of the Board of Directors (collectively, the “respondents”). If either the Head or Chair is implicated in the grievance, the initiator may exclude that recipient and instead include the Vice-Chair as a respondent.

b) The respondents shall have up to fifteen business days from the time they receive the formal grievance to respond to the grievance in writing. This time is intended to allow for fact-finding, interviews, or an informal hearing, if necessary. If the initiator is satisfied with the decision after receiving the response, the issue is considered resolved. If the initiator is not satisfied with the response, the initiator may appeal the matter to the full Board of Directors by stating that intent, in writing, to the respondents, within five business days of receiving the response.

c) The Board of Directors will hear the grievance appeal as an agenda item at the earlier of (a) its next regularly scheduled Board Meeting, provided such meeting is more than seven days after the filing of the appeal or (b) a special meeting of the Board called to consider the appeal. At such meeting, the Board will determine whether circumstances warrant moving the topic to a closed session. The Board’s decision concerning the grievance is final and will be communicated to the initiator within five business days of the meeting.

Families and Third Parties can follow the “Grievance for Families” policy below:

Policy: Grievance for Families

Adopted February 2, 2021

This policy is in place to respond to grievances by students and their families. It is expected that any party with a concern (initiator) should first try to resolve it informally by open communication with their teacher, or other immediate point of contact. If this does not lead to satisfaction, the initiator may reach out to a more senior member of the school leadership team to seek resolution. Most concerns will find appropriate resolution through this approach, however if this informal process does not lead to a resolution, and the initiator believes the issue meets the definition of a grievance set forth below, they may initiate the formal grievance process as below.

1) Definition of a grievance: A formal written complaint stating that a specific action has violated a Telra Institute Bylaw, Policy, law, or regulation. Notwithstanding the above, this grievance policy does not apply to a complaint of sexual harassment, discrimination, retaliation, or a complaint under Title IX. These issues shall be handled pursuant to the relevant policy or state or federal laws.

2) Time limits: A grievance will only be heard if the complaint has been filed within fifteen days of the act that is being reported. The fifteen-day deadline may be extended at the discretion of the Head of School or CEO.

3) Grievance process:

a) To file a grievance, the initiator must submit a letter in writing (email accepted) stating the Bylaw, Policy, law or regulation that was violated including the details of the actions and the place, date, and time of the violation. The letter should include any details about the event that may be helpful in the decision-making process. The letter should be submitted to the Head of School and the Chair of the Board of Directors (collectively, the “respondents”). If either the Head or Chair is implicated in the grievance, the initiator may exclude that recipient and instead include the Vice-Chair as a respondent.

b) The respondents shall have up to fifteen business days from the time they receive the formal grievance to respond to the grievance in writing. This time is intended to allow for fact-finding, interviews, or an informal hearing, if necessary. If the initiator is satisfied with the decision after receiving the response, the issue is considered resolved. If the initiator is not satisfied with the response, the initiator may appeal the matter to the full Board of Directors by stating that intent, in writing, to the respondents, within five business days of receiving the response.

c) The Board of Directors will hear the grievance appeal as an agenda item at the earlier of (a) its next regularly scheduled Board Meeting, provided such meeting is more than seven days after the filing of the appeal or (b) a special meeting of the Board called to consider the appeal. At such meeting, the Board will determine whether circumstances warrant moving the topic to a closed session. The Board’s decision concerning the grievance is final and will be communicated to the initiator within five business days of the meeting.

Contacts

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