



DISCOVERY CHARTER SCHOOL
800 CANONIE DRIVE | PORTER, IN 46304
219-983-9800 | DISCOVERYCHARTER.ORG

Policy Manual

Conflict Resolution Policy

Adopted: 2010

Last Revised: February 15, 2023

Purpose

The Board welcomes inquiries, suggestions, and constructive criticism from parents/guardians, District residents or community groups regarding the District's programs, personnel, operations and facilities. The Board adopts this policy to establish procedures for seeking appropriate resolution to complaints.

Authority

The Board encourages stakeholders who have complaints about Board policy and District procedures, District programs, personnel, operations and facilities to follow the complaint procedure established in this policy.

Any requests, suggestions or complaints first directed to individual Board members and/or the Board shall be referred to the Superintendent or legal representation for consideration, investigation and action. If further action is warranted, based on the initial investigation, such action shall be in accordance with the procedures outlined in this policy.

The Board shall ensure this policy is posted on the District's publicly accessible website.

The District is under no obligation to act on an anonymous complaint, except as required by law.

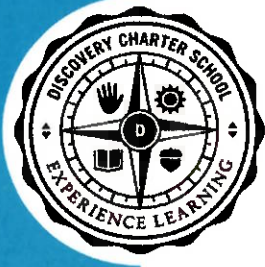
Delegation of Responsibility

The District shall annually notify stakeholders of this policy and established complaint procedures via the District website, newsletters, posted notices, student handbooks and/or other efficient communication methods.

Definitions

Types of Complaints:

1. **General Complaints** are defined as complaints, concerns and suggestions about Board Policy, District procedures, programs, operations, facilities and personnel that are not Educational Complaints.
2. **Educational Complaints:**
 - a. **General Educational Inquiries** are defined as complaints, concerns and suggestions about the District's curriculum, assessments, and instruction that are



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not specific to one's own child and/or his/her current course of study.

b. **Specific Educational Inquiries** are defined as complaints, concerns and suggestions about the District's curriculum, assessments, and instruction that are specific to one's own child and/or his/her current course of study.

Guidelines

Educational Complaint Procedure

General Educational Inquiries shall be directed to the school principal.

Specific Educational Inquires shall follow the General Complaint Procedure process as outlined in this policy.

General Complaint Procedure

It is the intent of the Board that complaints, concerns and suggestions be addressed and/or resolved at the lowest appropriate level.

At all levels of this procedure, district employees shall make a determination as to whether the complaint should proceed as outlined in this policy or if the complaint should be submitted through a specialized complaint process addressed in a separate Board policy, District procedure or administrative regulation that is directly related to the nature of the complaint.

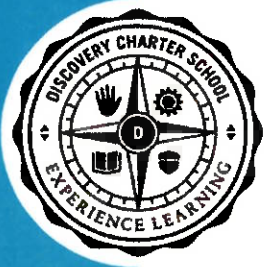
First Level - Complaints and requests shall be addressed initially to the concerned employee, who shall discuss it with the complainant and attempt to provide a reasonable explanation or take appropriate action within the employee's authority.

As appropriate, the staff member shall report the matter and the resolution to the building principal or immediate supervisor.

Second Level - If the issue cannot be resolved satisfactorily at the first level, it shall be discussed by the complainant with the building principal or the employee's immediate supervisor.

Third Level - If a satisfactory solution is not achieved by discussion with the building principal or immediate supervisor, the complainant should provide a written summary of their complaint with the Superintendent or designee. The principal or supervisor shall provide to the Superintendent or designee a report that includes the specific nature of the complaint, brief statement of relevant facts, how the complainant has been affected adversely, the action requested, and the reasons why such action should be taken or not taken.

Fourth Level - Should the matter not be resolved by the Superintendent or designee or is beyond his/her authority and requires Board action, the Complainant may bring the issue to the



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Board by submitting a written report to the Board President. This written report should include the specific nature of the complaint, a brief statement of relevant facts, how the Complainant has been affected adversely, the action requested and reasons why such actions should or should not be taken.

After receipt of this written complaint/report, the Board will review and determine next steps. Thereafter, the Board shall provide the Complainant with a written decision.

Please note:

Personnel complaints directed toward a specific individual are not subject for discussion, comment or review at a public meeting of the Board of Directors.

At any point in the process of a complaint, the Superintendent or Board may designate legal representation to oversee the investigation.

Any review by the Superintendent or Board will be focused on the following two questions:

1. Did an action occur that violated school policy?
2. Was there an application of board policy that involved professional judgement in which the professional judgement was unreasonable, unethical, or otherwise violated the law?

The Board's decision on the matter will be final, and it will not provide a hearing to other complainants on the same issue.

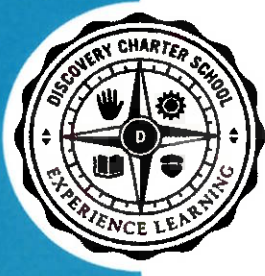
Note: The time period between receipt and resolution of any complaint shall not exceed sixty (60) calendar days, unless circumstances require additional time.

Complaint Procedure for Federal Programs

Complaints alleging violations of law in the District's administration of federally-funded programs shall be processed in accordance with the following procedure.

The complainant shall submit a written, signed statement to the District's administration office that includes

1. Contact information of the individual or organization filing the complaint.
2. Alleged federal program violation.
3. Facts supporting the alleged violation.
4. Supporting documentation, such as information on discussions, correspondence or meetings with District staff regarding the complaint.



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The District administrator responsible for federal programs shall conduct an independent investigation, which may include but not be limited to:

1. On-site visit to the building that is the subject of the complaint.
2. Opportunity to present evidence by all individuals and/or organizations involved.
3. Opportunity for participants to ask questions of each other and witnesses.

When the investigation is completed, the District administrator responsible for federal programs shall prepare a written report with a recommendation for resolving the complaint. The report shall include:

1. Name of the individual or organization filing the complaint.
2. Nature of the complaint.
3. Summary of the investigation.
4. Recommended resolution.
5. Reasons for the recommended resolution.

The District administrator responsible for federal programs shall submit the written report to the Superintendent or designee, who will determine whether further investigation is required and/or the District's final response.

All individuals and/or organizations making the complaint or that are the subject of the complaint shall be notified of the resolution of the complaint by the Superintendent or designee.

The District administrator responsible for federal programs shall ensure that the resolution of the complaint is implemented.

Superintendent:

Board President: