

## **930.04 Grievances**

1. A “grievance” is another name for a complaint. A student/parent grievance exists when a student/parent believes that he/she has been treated unfairly. Students/parents wishing to register a school level grievance must do so within ten school days from the time that they became aware of the alleged infraction. The grievance procedure is available only to enrolled TCMS students or parents of currently enrolled TCMS students. Students should involve their parents or guardians in resolving school grievances.
2. Ask the teacher or school staff person who allegedly treated you unfairly to schedule a conference for the purpose of discussing your complaint.
3. If the person charged with the alleged infraction does not resolve your complaint, arrange to talk with the guidance counselor or Principal regarding the issue.
4. Most student grievances can be resolved at the school level through informal conferences with teachers or other school personnel. If efforts to resolve the grievance with school level administrators fail, the student may file a Level I Grievance Form with the Principal. Forms for filing grievances are available in the school office and shall be provided upon request. The Principal shall provide the grievant with a response and/or resolution to the issue within fifteen days.
5. A student wishing to appeal the Principal’s Level I decision must file a Level II grievance with the TCMS Personnel Committee, which is made up of the Principal, the Grade Level Administrators (GLA’s), a member of the BTBCSF, Inc. and a designee, as appointed by the Principal, no later than ten school days from the date of said decision. Forms for filing grievances are available in the school office and shall be provided upon request. A Level II grievance shall be forwarded to the Committee for review. Within thirty days of receiving the Level II grievance, the Committee shall meet to discuss the grievance. The grievant shall be invited to participate in the meeting and bring evidence in support of his or her complaint. The Committee shall render a resolution as to the grievance in writing.
6. If the grievant is not satisfied with the Level II decision, he/she may appeal for a Level III Board of Directors of the BTBCSF, Inc. hearing. This appeal must be filed on a Level III form within ten school days from the time that said decision was rendered by the TCMS Personnel Committee.
7. On receiving a Level III appeal request, the President of the Board shall have thirty days in which to inform the Board of the request and schedule a meeting.
8. The Level III meeting shall not be a retrial of the grievance and no evidence shall be taken. The Board of the BTBCSF, Inc. shall review the evidence and testimony presented at Level I and Level II. The Board of the BTBCSF, Inc. shall render a final decision with respect to the grievance.