

Gate City Charter School Due Process of Conflict Resolution & Grievance Policy

Purpose

Gate City Charter School for the Arts (GCCSA) values open communication and positive problem-solving. We recognize that parents, guardians, and staff may at times have concerns. This policy provides a fair, transparent process for resolving complaints in a timely and respectful manner.

Step I: Classroom-Level Resolution

- Parents/guardians should first make every effort to resolve concerns directly with the classroom teacher or staff member involved.
- Concerns must be submitted **in writing** with enough detail to establish a meeting agenda.
- A **formal meeting** will be scheduled to discuss the concern.

Step II: Director-Level Resolution

If concerns remain unresolved after Step I:

- Parents/guardians may submit a **written request for a formal meeting with the Director**.
- This written request must include:
 - The basis for the grievance.
 - Specific concerns and details.
 - The policy, regulation, rule, or law believed to have been violated.
 - The remedy sought, if known.
- Guidelines for Step II:
 - The grievance must be submitted **within ninety (90) calendar days** of the act or condition giving rise to it.
 - The Director will schedule a conference within **five (5) business days** of receiving the request.
 - The Director will provide a **written response** within **five (5) school days** following the conference.
 - Only the parent/guardian, or a person acting **in loco parentis**, may represent the student at the conference.

Step III: Board of Trustees Appeal

If the grievance is not resolved at Step II:

- Parents/guardians may **appeal in writing** to the Board of Trustees, via the Chair.



- The appeal must be filed within **five (5) school days** of receiving the Director's written response.

Guidelines for Step III:

- The Board (or its designee) will review the grievance within **five (5) school days** of receipt.
- If additional time is needed for fact-finding, the review may be placed on hold for up to **15 additional days** (or longer if agreed upon).
- A **written response** will be issued to both the parent/guardian and the Director within **ten (10) school days** following the review.

Step IV: State-Level Appeal

If the grievance remains unresolved after Step III:

- Parents/guardians may submit a **written complaint to the New Hampshire Commissioner of Education** for further review.