



T.R. Paul Academy of Arts and Knowledge

“Pride Through Performance”

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TR Paul Academy of Arts & Knowledge Grievance Policy

It is the policy of TR Paul Academy of Arts & Knowledge (“TPAAK”) to ensure that students or parents with a grievance relating to TPAAK, its administration, its curriculum and/or other employees shall use a procedure which may resolve grievances as quickly and as fairly as possible. In the event of a conflict between the TPAAK school administration/Board and a parent, the parent must first exhaust all their available remedies (listed below).

Our goal is to resolve any issues at the lowest level and have a clear process that provides the opportunity for the parent to comment on their perception of the treatment or service level they received from TPAAK and for TPAAK to comment on their perception of the incident and the steps taken to try to resolve the issue(s).

Any issue must be pursued in this order:

First Step

If you or your child has a grievance, you should discuss it informally with the teacher, administrator, coach or staff member directly involved in the matter. We hope that the majority of concerns will be resolved at this stage.

Second Step

If the matter is not satisfactorily resolved, you may raise the matter, in a formal meeting or in writing, with the Head of School (“HOS”). The HOS must give a response within five working days. The response may take the form of a letter and/or follow up meeting with the family and any employee(s) involved in the matter. This meeting will be led by the HOS and both parties will be given the opportunity to comment on their perception of the issue at hand.

Third Step

If the matter is not satisfactorily resolved, and you wish to pursue this matter further, you should put your grievance in writing to the President of the TPAAK Board of Directors. You may request an Executive Session for a review of the action. The Board will respond within 30 days and the Board’s decision is final for TPAAK.

Final Step

If a parent has followed the grievance policies and procedures implemented by TPAAK, and wishes to pursue a concern because it has not been resolved to their satisfaction, the Colorado Charter School Institute will guide the parent to follow the [Institute Parent Conflict Procedure](#).