

Sec. 4.6.1. PURPOSE

Leadership Education Foundation values the opinions of all its employees. Employees have the right to express their views through appropriate informal and formal processes.

The Board encourages employees to discuss their concerns and complaints through informal meetings with their supervisor and/or Principal. Concerns and complaints should be expressed as soon as possible to allow early resolution at the lowest possible administrative level.

Neither the Board nor any **Arrow Academy** employee shall unlawfully retaliate against an employee for bringing a concern or compliant.

The purpose of the grievance process is to resolve conflicts in an efficient and expeditious manner. All employees are entitled to utilize the grievance process, but employees involved in the process are expected to be courteous to one another and adhere to the Code of Ethics and Standard Practices for Texas Educators.

The Superintendent or designee may develop more detailed grievance procedures. The Superintendent or designee shall ensure that **Arrow Academy**'s grievance procedures are distributed to employees. Any grievance procedures shall provide that any grievance may ultimately be considered or heard by the Board in accordance with Commissioner of Education rules.

Sec. 4.6.2. DEFINITIONS

For purposes of this policy, “days” shall mean **Arrow Academy** business days. In calculating time lines under this policy, the day a document is filed is “day zero,” and all deadlines shall be determined by counting the following day as “day one.”

If the administrator addressing the complaint determines that additional time is needed to complete a thorough investigation of the complaint and/or issue a decision, the administrator shall inform the employee in writing of the necessity to extend the time for investigating or responding and a specific date by when the decision will be issued.

The terms “complaint” and “grievance” shall have the same meaning. A grievance under this policy may include, but shall not be limited to, any of the following:

1. Grievances concerning an employee’s wages, hours, or conditions of work.
2. Specific allegations of unlawful discrimination in employment based on sex (including allegations of sexual harassment and/or wage discrimination based on sex), race, religion, national origin, age, or disability, following the completion of an investigation by the appropriate compliance coordinator designated by applicable policy.

3. Specific allegations of unlawful discrimination or retaliation based on the employee's exercise of constitutional rights.
4. Specific allegations of adverse employment action in retaliation for reporting a violation of law by an **Arrow Academy** employee, Director, or Officer to an appropriate authority. Employees making such complaints must initiate a grievance under this policy within the time specified by law. Timelines for the employee and **Arrow Academy** set out in this policy may be shortened to allow the Board to make a final decision within 60 days of the initiation of the complaint.

Sec. 4.6.3. OTHER COMPLAINT PROCESSES/EXCLUSIONS

Employee complaints shall be filed in accordance with this policy, except as required by the policies listed below. Some of these policies require appeals to be submitted in accordance with this Board Policy PG-4.6 after the relevant complaint process or are excluded from eligibility for consideration under this policy.

1. Complaints alleging discrimination, including violations of Title IX (gender), Title VII (sex, race, color, religion, national origin), ADEA (age), GINA (genetic information), or ADA/Section 504 (disability) shall be submitted in accordance with the Freedom from Discrimination, Harassment, and Retaliation Board Policy.
2. Complaints alleging certain forms of harassment, including harassment by a supervisor and violation of Title VII, shall be submitted in accordance with the Freedom from Discrimination, Harassment, and Retaliation Board Policy.
3. Complaints concerning retaliation relating to discrimination and harassment shall be submitted in accordance with the Freedom from Discrimination, Harassment, and Retaliation Board Policy.
4. Complaints related to reports to Child Protective Services or Adult Protective Services made pursuant to the requirements of Section 261.101 of the Texas Family Code.
5. Complaints where the relief sought by the grievant has already been granted at a prior administrative level or through informal conference or other similar means.
6. Complaints where the grievant fails to state specific relief sought that applies to the grievant directly, or that cannot be granted by the grievance officer or Board.

Sec. 4.6.4. INFORMAL CONFERENCES

An employee may request an informal conference through his or her Principal or Supervisor within ten (10) days of the time the employee knew or should have known of the event(s) giving rise to the complaint. If the employee is not satisfied with the results of the informal conference, he or she may submit a written grievance form to the Principal or other appropriate administrator.

Sec. 4.6.5. FORMAL GRIEVANCES

The formal process provides all employees with an opportunity to be heard up to the highest level of management if they are dissatisfied with an administrative response. Once all administrative procedures are exhausted, employees can bring concerns or complaints to the Board, as outlined below.

In the event of a problem or dispute with other personnel, students, or parents, an employee may submit a grievance following the process described below.

A grievance must specify the harm alleged by each individual and the remedy sought. An employee is prohibited from bringing separate or serial grievances regarding the same event or action. Multiple grievances may be consolidated at the discretion of **Arrow Academy**. The complaining employee shall strictly comply with all time limits discussed in this policy, unless such time limits are modified by mutual consent. Costs of any grievance shall be paid by the party incurring them.

Sec. 4.6.5.1. Level One

An employee shall submit a proper grievance, in writing, to the supervising Principal or appropriate administrator within the later of (1) ten days of the date the employee first knew or should have known of the event(s) giving rise to the complaint, or (2) within ten days after the date a letter is mailed or e-mailed to the employee after completion of the informal grievance process notifying the employee of the formal grievance process. **Arrow Academy** reserves the right, upon review of the grievance, to require the grievant to begin the grievance process at Level Two.

The Principal or designee shall serve as the Level One Grievance Officer, and will meet with the employee to consider the grievance within ten days of receipt of the written grievance. The Level One Grievance Officer will provide a written response to the employee within ten days of the meeting.

Note: An employee alleging adverse employment action in retaliation for a violation of law by an **Arrow Academy** employee, Director, or Officer may appeal directly from Level One to Level Three.

Sec. 4.6.5.2. Level Two

If the grievance is not resolved to the employee's satisfaction at Level One, or if no written decision is received from the Level One Grievance Officer within the time allotted, the employee may submit a written appeal to the Superintendent or designee within ten days of the Level One decision or the response deadline if no decision is made. The appeal must be specific, reference

the law or policy alleged to have been violated or the dissatisfaction raised by the employee, and where possible, suggest a resolution.

The Superintendent or designee will serve as the Level Two Grievance Officer. The Level Two Grievance Officer will meet with the employee to consider the appeal within ten days of receipt of the appeal. The Superintendent or designee shall issue a written decision within ten days of the meeting.

Sec. 4.6.5.3. Level Three

If the matter is still not resolved, the employee may submit a written appeal to the Board of Directors within ten days of receipt of the Level Two Grievance Officer's response or, if no written decision is received, no later than ten days of the deadline for receipt of a Level Two decision. The complaint shall be directed and delivered to the President of the Board of Directors, and shall include a copy of the written complaint to the Level Two Grievance Officer, with his or her response.

The Board shall then consider the grievance and may, at its discretion, require the appearance of the employee and administration. The Board may subsequently take action or no action. If the Board acts, it may make and communicate its decision orally or in writing at any time up to and including the next regularly scheduled Board meeting. The failure of the Board to act on a complaint has the effect of upholding the decision below. The Board may not delegate its authority to issue a decision, and any decision by the Board is final and may not be appealed.

Grievances involving the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of the employee bringing the grievance, may be heard by the Directors in closed meeting. Grievances involving a complaint or charge against another **Arrow Academy** employee, Director, or Officer shall be heard in closed meeting unless an open meeting is requested in writing by the employee, Director, or Officer against whom the complaint or charge is brought.