



Academy of Arts and Knowledge

Creating an environment in which all students can reach their full potential

4800 Wheaton Dr Fort Collins, CO 80525 Phone (970) 226-2800

Grievance Policy

Purpose

At The Academy of Arts and Knowledge (AAK), we believe adults must model respectful, solution-focused communication for our students. We encourage families, staff, and community members to discuss concerns directly and respectfully so that our shared focus remains on student learning.

This policy outlines the steps to resolve concerns quickly, fairly, and at the lowest possible level for currently enrolled families. A formal grievance must be filed **no later than 30 days after the occurrence of the incident** prompting the concern.

Step 1: Talk with the Person Directly Involved

Goal: Resolve the concern informally and quickly.

Schedule a private meeting with the person involved to share your concern and seek resolution.

If you go directly to the Principal before addressing the concern at this level, you may be redirected to begin here.

Exception: If the concern involves harassment or discrimination, you do **not** need to address it directly with the person involved.

- For harassment or discrimination involving students, see: *Harassment and Discrimination Investigation Procedures for Students* (AAK Family Handbook).
- For sex-based harassment, see: *Sex-Based Harassment Investigation Procedures Policy* (AAK Family Handbook).

Step 2: Contact the Executive Director

When: If you are unable to resolve the issue in Step 1, or if the concern directly involves the Principal.

Process:

- Submit your concern to the Executive Director.



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Written grievance must include:

- Date of the incident (if applicable)
- School staff member(s) involved
- Description of the incident, decision, or issue
- Steps already taken to resolve the concern
- Your requested resolution

The Executive Director will reach out to you and respond in writing within **10 business days**. The Executive Director will help facilitate communication and monitor the issue until it is resolved or determined to be at an impasse.

Step 3: Submit a Written Grievance to the AAK Board of Directors

When: If your concern is not resolved after Steps 1 and 2.

Timeline: Submit within **10 business days** of the Step 2 decision.

Written grievance must include:

- Date of the incident (if applicable)
- School staff member(s) involved
- Description of the incident, decision, or issue
- Steps already taken to resolve the concern
- Your requested resolution

Submission: Send your grievance to the Board Chair, Sam Kornfeld
skornfeld@aakelementary.org

Board Process:

The Board Chair (or designee) reviews the grievance within **10 business days**.



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You will receive a written response either:

- Accepting the grievance for full Board review, or
- Explaining why it does not warrant review.

If reviewed, the grievance will be discussed at the next regular Board meeting.

A written Board decision will be issued within **10 business days** after that meeting.

Important:

- Anyone may speak during the public comment period of a Board meeting.
- However, the Board will **not respond or engage in discussion** about grievances during the meeting. This ensures confidentiality and proper process.
- Certain matters may be discussed privately in Executive Session if legally appropriate.

Step 4: Contact the Colorado Charter School Institute (CSI)

When: If you are not satisfied with the Board's decision or if the Board declines to review your grievance.

Timeline: Submit your written grievance to CSI within **10 business days** of receiving the Board's written decision.

CSI Response:

- The CSI Executive Director will review and respond in writing within **15 calendar days**.
- CSI will only overturn a Board decision if there are compelling reasons showing a violation of law, regulation, policy, or contract.

Contact Information:

Colorado Charter School Institute

Phone: (303) 866-3299

Email: csi_info@csi.state.co.us

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