

Student and Staff Grievance Policy

GLOW strives to develop a school culture that allows for fair complaint and dissent so that those issues between the grievant and the associated or affected second party are more easily and earlier resolved. The best conflict resolution is to avoid the conflict in the first place.

Step 1: Grievants are asked to first address the issue with the staff member with whom the parent, student or staff member has a grievance. If the issue is not resolved, a formal written grievance may be submitted to the President and grievant must meet face-to-face with the President within 10 business days of the occurrence. The President will create a written record of the meeting, including the name of the complainant, date of occurrence, date of conference, type of grievance, a description of the grievance and a brief description of the disposition of the grievance. This written record must be signed by both parties, whereby the complainant would indicate in writing whether the grievance was accurately described by the President. If not he/she must submit a written description of the face-to-face meeting to be attached to the grievance form within 48 hours of the meeting. The grievant must also indicate on this form whether or not he/she requests a future and/or escalated hearing.

Step 2: In the event that the President is not able to resolve the issue to the satisfaction of the grievant, he/she may request a hearing before the Board of Directors (Board) by submitting such request in writing to the Board Chairman. Upon receiving such a request for hearing and verifying that Step 1 has been completed, the Board Chair will schedule time during a regularly scheduled board meeting to address the grievance. The grievant must provide all documents concerning this grievance to the Board seven (7) business days prior to the regularly scheduled Board meeting for the purpose of preparing and processing an agenda. The Board will hear the grievance in closed session at the request of the President, according to NC General Statute 143-318.11 subsection a(6). The Board will maintain a written record including the name of the staff member, student or parent, date of review, a description of the grievance, and a brief summary of the disposition of the grievance and their recommendations. Grievance records are not maintained as public documents and are not to be disclosed, published or released either in full or in part. Committee members may not make any public comments regarding the specific grievance, deliberations or disposition. Within five business days, a report and/or actions advised by the Board will be provided to the grievant and the President.

The decision of the Board will be final.