

KIPP Metro Atlanta Schools Grievance Procedures

Excerpt from 2023-2024 Board Policy Handbook

Grievance Procedure

During the day-to-day operation of KIPP Metro Atlanta, misunderstandings and problems that require attention sometimes arise. Should an employee feel as though their problem has not been adequately addressed or resolved, the employee should use the following grievance procedure.

Step One: Informal Discussion

An employee having a problem, complaint, issue or dispute, either with a fellow employee or with a member of the administration, shall make every effort to resolve the matter through informal discussion with the person with whom they have the problem, complaint, issue or dispute, within five working days of the occurrence or cause of such matter.

Step Two: Administrative Review

If the matter is not resolved through informal discussion, the aggrieved employee may submit a written request for a face-to-face meeting with the principal (or their manager if they are an ST or KIPP Forward employee) and any other person or persons whose actions or decisions give rise to the matter.

The principal (or manager if an Support Team or KIPP Forward employee) will try to schedule such meeting to occur within five business days of their receipt of the request. At such meeting, each party will have the opportunity to be heard and to request relief. After such meeting, the principal (or their manager if they are an Support Team or KIPP Forward employee) will issue a written recommendation as to how the matter should be resolved. All parties present at the meeting shall receive copies of the written recommendation.

Step Three: Review by the Human Resources Department

If the aggrieved employee remains dissatisfied after step two, the employee may, within five business days after their receipt of the principal's or manager's written recommendation, file a written grievance, either electronically or through regular mail, with their designated human resources manager.

The human resources manager will respond upon receipt of such grievance by acknowledging such receipt to the aggrieved employee and notifying the aggrieved employee of a meeting at which the employee can discuss the grievance with the human resources manager and/or the director of human resources. If deemed necessary, the Human Resources department will conduct a timely and thorough investigation of the grievance. After such an investigation, the

human resources manager and/or the director of human resources will notify the employee of the department's recommendations.

Step Four: Review by the Managing Director of Talent

If the aggrieved employee remains dissatisfied after step three, the employee may, within five business days after their receipt of the Human Resources department's recommendations, file a written grievance, either electronically or through regular mail, with the managing director of talent.

The managing director of talent will respond upon receipt of such grievance, by acknowledging such receipt to the aggrieved employee, and notifying the aggrieved employee of a meeting at which the employee can discuss the grievance with the managing director of talent. After the meeting the managing director of talent will determine if further investigation is necessary. Upon conclusion, the principal and/or manager and the aggrieved employee will be notified of the managing director of talent's decision and recommendations. The managing director of talent has the ultimate and final decision in the grievance process.

Employees are encouraged to take advantage of the formal grievance procedure for issues that cannot be resolved informally, without fear of reprisal as the result of using this process.