



Formal Grievance Form

If, after having formal meetings with their student's teacher and Principal, a parent/guardian believes that Federal or State laws, Department of Education requirements, ISL's school policies, or another applicable rule are not being implemented in a fair or correct manner, they may file a formal grievance with the Head of School's office. Grievances should be submitted in writing by completing this form. Parents/guardians may submit the Formal Grievance Form via email to headofschool@isl-edu.org or in hard copy at their campus front office. The Head of School will evaluate the written material submitted; if necessary, a meeting will be scheduled. After all materials have been submitted or the grievance meeting is held, whichever is later, the Head of School will make a determination for resolution within 10 school days.

After their grievance determination from the Head of School, if a parent/guardian is not satisfied or believes the school's policies have been applied improperly or violate State or Federal requirements, they may formally appeal the Head of School's decision by submitting a second Formal Grievance Form to the ISL Board of Trustees. This form can be submitted by email to Chief of Staff Susan Chapman (schapman@isl-edu.org) or directly to the Board of Trustees (trustees@isl-edu.org) or it can be turned in to your campus front office, addressed to the Board of Trustees.

For additional information or assistance with the Formal Grievance process, please contact Susan Chapman, Chief of Staff, schapman@isl-edu.org.

The hierarchy for conflict resolution/grievances at ISL is as follows: Teacher/Employee ---> Assistant/Associate Principal or Principal ---> Head of School (Formal Grievance) ---> Board of Trustees. The Board of Trustees is the final authority for grievance appeals.

Interpreters are available and can be requested by contacting your campus Family Liaison.

ISL Formal Grievance Form

Name of Person Completing Form _____

Relationship To Student _____

Email Address and/or Phone Number _____

Student's Name _____ **Campus** _____

1. Nature of your complaint: (Please summarize your conflict or concern, including steps you have already taken to resolve the issue at the campus level; use additional paper, if necessary.)

2. When and where did these events happen? (specific dates or a period of time)

3. Names of people who may have additional information about your concern:
(people listed here may be contacted by the Head of School, Board of Trustees, or their staff)

4. **Have you had meetings with your student's teacher or service provider (if applicable) and campus Principal?** (please circle one) Yes No

Please list the names of campus staff you've met with and the date of your meetings.

Name of teacher, service provider, or other employee:

Date of meeting:

Name of Principal:

Date of meeting:

Date of meeting with Head of School (Board-level grievances only):

5. **Please describe the results of your meetings with campus employees about your complaint.** (Use additional paper, if necessary.)

Signatures

By signing below, you indicate that the information in this form is accurate and complete to the best of your knowledge.

Name of the person completing this form: _____

Signature: _____ **Date:** _____

STAFF USE ONLY

ISL staff/Board Member who received this form: _____

Date Received: _____