



It is recommended that both parties prepare a formal written document that includes:

1. the date of the incident (if applicable);
2. the CEC staff member(s), students and/or community members involved;
3. a description of the incident, decision, or practice that gave rise to the complaint;
4. the rationale for concern citing the contract, policy, or procedure that has been violated, if possible;
5. a description of the conflict resolution strategies attempted during Step 1; and
6. an explanation of the corrective action being requested.

If the concern involves a Head of School or a CEC Network employee, CEC's Executive Director of Organizational Development and HR will oversee this process. The Executive Director of Organizational Development and HR will refer the complaint to CEC's Chief Executive Administrator (CEA) when appropriate.

It is the Head of School's responsibility to manage the ultimate resolution of conflicts among parents, students, and employees that are brought to his/her attention. It is the CEA's responsibility to manage the ultimate resolution of conflict pertaining to Heads of School, CEC Network employees, or conflicts involving parents or students that could not be resolved using Step 1.

Within five (5) business days of receipt of the written statement, the Head of School or Executive Director of Organizational Development and HR, or Executive Director of Organizational Development and HR's designee, will either issue a written response to the grievant or contact the grievant to schedule a time to discuss the issue.

### **Step 3**

In matters where the issue has not been resolved to the satisfaction of the grievant using Steps 1 and 2, the grievant may appeal the Head of School's finding or the Executive Director of Organizational Development and HR decision to the CEA. A formal written grievance should be submitted to the CEA including:

1. the date of the incident (if applicable);
2. the CEC staff member(s), students, and/or community members involved;
3. a description of the incident, decision, or practice that gave rise to the complaint;
4. the rationale for concern citing the contract, policy, or procedure that has been violated, if possible;
5. a description of the conflict resolution strategies attempted during Steps 1 and 2; and
6. an explanation of the corrective action being requested.

#### **Step 4**

In cases where the issue has not been resolved to the satisfaction of the grievant using Steps 1, 2, and 3, the grievant may file a formal written grievance with the CEC Governing Board (the Board) within ten (10) business days of receiving the CEA's written response in Step 3. The written grievance must detail:

1. the date of the incident (if applicable);
2. the CEC staff member(s), students, and/or community members involved;
3. a description of the incident, decision, or practice that gave rise to the issue;
4. the conflict resolution strategies that have been attempted thus far; and
5. the grievant's proposed resolution.

Current contact information for the Board, as well as the Board's meeting calendar, can be found at [www.coloradoearlycolleges.org](http://www.coloradoearlycolleges.org) under the Governing Board tab. Within ten (10) business days of receiving the CEA's written response in Step 3.