

Grievance Policy

Human Program Foundation

Purpose

Human Program Foundation is committed to maintaining positive, respectful relationships among students, families, staff, and the broader school community. This Grievance Policy provides a clear, fair, and accessible process for resolving concerns and complaints in a timely manner, consistent with Colorado law and the Colorado Charter School Institute's expectations. The policy is designed to encourage resolution at the lowest possible level while preserving the right to formal review when needed.

Scope

This policy applies to grievances raised by students, parents or guardians, staff, or community members related to school policies, procedures, decisions, or actions. This policy does not replace or supersede procedures required by law for matters such as special education due process under IDEA, Section 504 complaints, Title IX complaints, employee discipline, or matters governed by a collective bargaining agreement or other legally mandated process. Those matters shall be addressed through their respective required procedures.

Guiding Principles

Human Program Foundation seeks to resolve concerns collaboratively, respectfully, and transparently. Grievances will be addressed without retaliation, intimidation, or adverse consequences for individuals who raise concerns in good faith. The school will ensure accessibility of the grievance process, including language access and reasonable accommodations for individuals with disabilities.

Informal Resolution

Human Program Foundation encourages informal resolution whenever possible. Individuals with concerns are encouraged to first communicate directly with the staff member or party involved to seek clarification or resolution. Many concerns can be resolved through timely communication, and staff are trained to respond constructively to feedback and concerns.

Tier 1: School-Level Grievance

If a concern cannot be resolved informally, the individual may submit a formal grievance at the school level. Grievances should be submitted in writing to the Head of School or designee within thirty calendar days of the event giving rise to the concern. The written grievance should include a description of the issue, relevant dates, individuals involved, and the desired resolution.

The Head of School or designee will acknowledge receipt of the grievance within five school days and will investigate the concern as appropriate. A written response outlining findings and any actions taken will be provided within fifteen school days, unless additional time is needed due to complexity, in which case the grievant will be notified of the revised timeline.

Tier 2: Appeal to the Governing Board

If the grievant is not satisfied with the resolution at Tier 1, the grievance may be appealed to the Human Program Foundation Governing Board. Appeals must be submitted in writing to the Board Chair within ten school days of receiving the Tier 1 decision. The appeal should clearly state the basis for the appeal and any relevant documentation.

The Governing Board, or a designated board committee, will review the grievance and the school's response. The Board may request additional information, meet with involved parties, or seek legal counsel as appropriate. The Board will issue a written decision within thirty calendar days of receipt of the appeal. The Board's decision represents the final determination at the school level.

Board Role and Authority

The Governing Board's role in the grievance process is to ensure that policies are applied fairly, consistently, and in alignment with the school's mission and legal obligations. The Board does not manage day-to-day operations and will not substitute its judgment for that of school leadership unless there is evidence of procedural error, policy violation, or failure to follow applicable law. The Board's decision on a grievance is final unless the grievance falls under the jurisdiction of CSI or another external authority.

Escalation to CSI

If a grievance involves alleged violations of law, charter contract provisions, or CSI policies and cannot be resolved at the school level, the grievant may submit a complaint to the Colorado Charter School Institute in accordance with CSI's established grievance and complaint procedures. Information about CSI's grievance process will be made available on the school's website and upon request.

Confidentiality and Records

Grievances will be handled with appropriate confidentiality, consistent with applicable laws including the Family Educational Rights and Privacy Act. Records of grievances and their resolutions will be maintained by the school and made available to CSI upon request.

Non-Retaliation

Human Program Foundation strictly prohibits retaliation against any individual who submits a grievance or participates in the grievance process in good faith. Any acts of retaliation will be addressed promptly and may result in disciplinary action.

Accessibility and Communication

The grievance policy will be published in the student and family handbook, posted on the school’s website, and provided upon request. The school will make reasonable efforts to ensure that families and students understand the grievance process, including providing translations and accommodations as needed.

Board Adoption

This policy was adopted by the Governing Board of Human Program Foundation at a duly noticed public meeting of the Board of Directors.

Date of Adoption: 13 April 2026 *Katie Mccullough*

Board Chair Signature: _____

Board Chair Name (Printed): Katie Mccullough

Secretary Signature: _____ *jennifer bassignani*

Secretary Name (Printed): Jennifer Bassignani