

Cuba ISD Conflict Resolution Grievance Procedures

Introduction

The Cuba Independent School Community is expected to support the Staff Grievance Policy (Section G Policy Manual) and the Public Concerns and Complaints Policy (Section K Policy Manual). Conflicts are expected to be resolved on the local level following the standard process from teacher to supervisor to principal/ supervisor. The board has the final responsibility in collaboration with the superintendent and the principal/ supervisor to resolve disputes. The principal/ supervisor or superintendent may choose to invoke the grievance process/ procedures when he deems it useful. The superintendent has the final responsibility for conflict resolution.

This policy applies to all of the Cuba Independent Schools.

This policy must be included verbatim in the school's parent/student and employee handbooks.

1. Parent-to-Teacher or School Employee Grievance Procedure

CUBA ISD PARENT-TO-TEACHER GRIEVANCE PROCEDURE

Aggrieved always must begin with Level I

Level I

Teacher-Parent

Parent will make at least two (2) written attempts to resolve the conflict with the teacher.

1. The parent will write their letter and present it at a scheduled short meeting with the teacher where they will mediate the issue. If the parent is not satisfied with resolution of the meeting they must then write a second formal letter to the teacher describing the conflict. The teacher will then give a formal letter response to the parent/guardian.

Timeline: Within 3 working days to schedule meeting on receipt of first letter and 3 working days for the teacher to respond to second formal letter.



Level II

Principal/ Supervisor-Teacher-Parent Meeting

The parent files a written grievance with the Principal/ supervisor who will schedule a meeting with the teacher and parent involved. Both formal letters to the teacher and formal letter to the principal/ supervisor will be available at this meeting.



Level III

Principal/ Supervisor

Resolves issue, followed by written response to parent.

Timeline: Within 3 working days



Level IV

Superintendent-Principal/ Supervisor- Parent

IF issue is still not resolved then a meeting with the Principal/ supervisor, Parent, and Superintendent will be scheduled after the person filing the grievance files a formal grievance with the Superintendent.

Timeline: Within 5 working days.



Level V

Superintendent

If issue is not resolved then

the Superintendent who will review all documentation surrounding the grievance and issue a written resolution to the person filing the grievance. The Superintendent at their discretion may convene a School Board sub-committee to review the complaint. The determination of the Superintendent is final.

All written documents prior to this step must be available for the Superintendent's review.

Timeline: Within 5 working days

***Cuba Independent Schools Resolution of Parent/ Teacher
Conflicts Procedure:***

A grievance will be defined as a dispute between a parent/guardian and a Cuba School. The School's conflict resolution (i.e. grievance) procedure is designed to ensure a parent/ guardian and the school a fair hearing of legitimate grievances.

The Principal/ supervisor will determine if the dispute merits exercising the Conflicts Resolution Procedure, and the Superintendent will determine if the dispute merits exercising the procedure if the principal/ supervisor is the object of the dispute.

A grievance will be initiated by the parent/ guardian against the school as an organization. A parent/ guardian should make every effort to resolve the issue with the classroom teacher with two formal letters and meeting with the teacher.

A written record of each meeting will be made and kept as part of the personnel file of the aggrieved person.

2. Employee-to-Employee Grievance Procedure

CUBA ISD EMPLOYEE-TO-EMPLOYEE GRIEVANCE PROCEDURE

Aggrieved must always begin with Level I

Level I

Principal/ Supervisor-Employees

The employee files a written formal grievance in writing with the Principal/ supervisor who will schedule a meeting with the parties involved. If the Principal/ supervisor is the object of the grievance then the grievance would continue to Level III with the Superintendent.



Level II

Principal/ Supervisor

Resolves issue, followed by written response to the employee(s) filing grievance.
Timeline: Within 3 working days



Level III

Superintendent-Principal/ Supervisor

IF issue is still not resolved then a meeting with the principal/ supervisor and Superintendent will be scheduled after the person filing the grievance files a formal grievance with the Superintendent and Principal/ supervisor. Timeline: Within 5 working days.



Level IV

Superintendent

If issue is not resolved then it continues to the Cuba ISD Superintendent who will review all documentation surrounding the grievance and issue a written resolution to the employee filing the grievance. The Superintendent at their discretion may convene a School Board Sub-Committee in reviewing the complaint. The determination of the Superintendent is final.

All written documents prior to this step must be available for the Superintendent's review.

Timeline: Within 5 working days

Cuba Independent Schools Resolution of Employee-to-Employee Conflicts Procedure:

A grievance will be defined as a dispute between two employees of A Cuba ISD School. The school's conflict resolution (i.e. grievance) procedure is designed to ensure an employee and the school a fair hearing of legitimate grievances.

The Principal/Supervisor will determine if the dispute merits exercising the Conflicts Resolution Procedure, and the Superintendent will determine if the dispute merits exercising the procedure if the Principal/ supervisor is the object of the dispute.

An employee should make a reasonable effort to resolve the issue with the other employee before deferring to the grievance procedures.

A written record of each meeting will be made and kept as part of the personnel file of the aggrieved employee.

Approved by:

Cuba Independent School Board President ***(Signature on file)***

Date

Additional References Pertaining to Conflict Resolution

- NMSBA Cuba ISD Policies Section G Personnel GBK Staff Grievances
- NMSBA Cuba ISD Policies Section K School Community Relations KE Public Concerns and Complaints