

Program Participant Grievances

2018-19 Aspiring Principals, Emerging Leaders, and Leading Instruction Programs

Policy

New Leaders receives and endeavors to resolve Grievances regarding Program Participants' academic experiences, harassment and discrimination, disability accommodations, and other aspects of the Program Participant experience. This Policy establishes procedures for reporting Grievances to New Leaders and for New Leaders to address them.

Program Participants should report Grievances promptly to ensure timely review and resolution.

General Definitions

Program: New Leaders' Aspiring Principals, Emerging Leaders, and/or Leading Instruction programs.

Program Participant: an individual who matriculates into a Program.

Grievance: an alleged wrong that gives ground to a complaint submitted by a Program Participant.

Academic Grievances: Academic Grievances include but are not limited to concerns regarding:

1. The integrity and quality of New Leaders' Programs,
2. The application of Program policy and procedure,
3. Alleged Program faculty bias in coaching or Program Participant interaction, and/or
4. Assignment scoring.

Academic Grievances

Reporting an Academic Grievance

Program Participants should send a written statement about an Academic Grievance to programgrievances@newleaders.org or to the Senior Director or Executive Director of Program Implementation overseeing your program.

The Program Participant's written statement regarding the Grievance must note the activity, rule, standard and/or occurrence by which he/she claims to be aggrieved and explain the manner in which the activity, rule, standard and/or occurrence has caused the Grievance. He/she should include the date the Grievance arose and, to the extent possible, other individuals involved in the Grievance, and any other information that could help resolve the Grievance.

The Program Participant must report his/her Grievance promptly, but in no event should the Program Participant report a Grievance later than thirty (30) days after the Grievance or after he/she becomes aware of the Grievance.

Initial Review & Resolution

New Leaders will endeavor to resolve Grievances in a timely and efficient manner while complying fully with applicable law. To resolve a Grievance, New Leaders staff members will assess the Grievance and submit it to New Leaders' Grievance Review Committee as appropriate. The Grievance Review Committee will assess the Grievance based on several factors including, but not limited to, the impact of the Grievance on the Program Participant's ability to successfully complete the Program. New Leaders will provide notice as to the resolution of the Grievance in writing to the Program Participant. The scope and timing of resolution will depend upon a number of factors, including, but not limited to, whether the Program Participant is willing to participate in an investigation, whether additional individuals are involved, and whether the Grievance is of a substantive or frivolous nature.

Appeals

If, after initial review and resolution, the Program Participant believes that the Grievance is unresolved, the Program Participant may appeal the resolution of the Grievance to the Deputy Chief Officer, Program Implementation within five (5) business days of receipt of the resolution in writing by email to programgrievances@newleaders.org. The Deputy Chief Officer, Program Implementation may consult with other New Leaders staff, including but not limited to the General Counsel, to review and respond to the appeal. The Deputy Chief Officer, Program Implementation, will endeavor to respond to the appeal in a timely and efficient manner.

General Information Regarding Academic Grievances

The review and resolution of Academic Grievances is confidential to the extent possible. In the course of the investigation, however, absolute confidentiality is not guaranteed. All persons involved in an investigation are expected to treat the information discovered in the investigation as confidential unless compelled by law or New Leaders' policy.

New Leaders, in all cases, shall comply with Family Educational Rights and Privacy Act (FERPA) requirements.

Harassment and Discrimination Grievances

Please refer to the Non-Discrimination & Anti-Harassment Policy (Participant) for information regarding complaint procedures.

Disability Access and Accommodation Grievances

Please refer to Disability Accommodations (Participant) for information on disability access and accommodation.

Grievances regarding Disability Accommodation should be reported to New Leaders' General Counsel, Laura Kadetsky at legalteam@newleaders.org.

All Other Grievances

For all other Grievances, Program Participants may send an email to programgrievances@newleaders.org noting the instance that gave rise to the Grievance, the individuals involved in the Grievance, and how the instance caused the Grievance.

The Program Participant must report all other Grievances within thirty (30) days of the Grievance or within thirty (30) days of the date he/she becomes aware of the Grievance. New Leaders will review any other Grievance in the same manner as set forth above under the section titled "Academic Grievances."

For questions about this Policy, a Program Participant should contact his or her Program Director. This Policy is effective July 1, 2018.

***Program Participants enrolled in Programs in Illinois: Reporting Grievances to the Illinois Board of Higher Education**

Program Participants enrolled in Programs in Illinois should make full use of this Policy and other New Leaders procedures and policies. However, if a Program Participant is dissatisfied with the resolution of his/her Grievance, the Program Participant may file a complaint with the Illinois Board of Higher Education (IBHE) at <http://complaints.ibhe.org/>. The Program Participant must inform New Leaders' General Counsel if he/she will report his/her Grievance to IBHE using the following contact information:

Laura Kadetsky, General Counsel

legalteam@newleaders.org

202.315.2037

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