

**Skills for Academics, Vocational and
English Studies (SAVES) Program**

Grievance Process

Contract XK040

2015 - 2018

Miami-Dade County Public Schools

School Operations

Miami-Dade County, Miami

Miami-Dade County Public Schools
Skills for Academic, Vocational and English Studies SAVES
Grievance Process
Contract XK040

The Skills for Academic, Vocational and English Studies (SAVES) Program has established a system through which applicants for services and current clients, including deaf or hard-of hearing applicants and clients may present grievances about the operation/services requested/offered by the SAVES program for Contract XK040 from August 13, 2015 to August 12, 2018. These procedures address the clients' due process rights and any substantive issues sought to be raised by an applicant or a client, including deaf and hard-of hearing applicants or clients. SAVES has established a method to advise its clients of how to invoke these procedures, which includes written communication, publication in the SAVES website, and explanation of the grievance procedure during application for services and current client orientations. All SAVES clients are given and explain the Request for Customer or Companion who is Deaf or Hard-of Hearing for Free Assistance, Form CF 763, Jul 2013, to provide an opportunity for deaf or hard-of hearing students to request a free interpreter or any other communication assistance. This information is also shared with all SAVES employees who will implement these procedures.

Definitions

Complaint Procedures Philosophical Basis. A formal complaint is a situation occurring in the course of the school's operation which causes a student to consider herself/himself aggrieved.

Grievance is a formal allegation by a an applicant for services and current client that there has been a violation, misinterpretation, or misapplication of any policies/procedures regarding the SAVES program as established in Contract XK040 from August 13, 2015 to August 12, 2018.

Aggrieved Student. A prospective student or a student who is/was enrolled in any of SAVES courses offered at any of the 14 SAVES schools.

Days as referred to in the limits herein shall mean working days.

Students refer to applicants and clients, including those that are deaf and hard-of hearing.

Students' Rights

1. Students have the right to a standard procedure for the resolution of formal complaints through a process which includes appropriate lines of communication. The process should also include, adherence to a time line, and a method of appeal.
2. Students have the right to participate in the formulation of formal complaint procedures through their student government where it exists or as an individual.
3. Students have the right to expect that discrimination and formal complaints will be resolved in an expeditious, orderly, and equitable manner.
4. Formal complaint procedures for students apply to those situations in which students believe themselves to be victims of discrimination based on gender, race, color origin, political beliefs, marital status, age, sexual orientation, social and family background, linguistic preference, or disability. These formal complaint procedures also apply in situations in which students believe themselves to be victims of harassment, including sexual harassment.

Student Responsibilities

1. Students have the responsibility for discussing their complaint informally with the person involved prior to invoking the formal complaint procedures unless they feel they are unable to resolve the grievance at the school level.
2. Students have the responsibility for stating the formal complaint clearly, for following established procedures for resolving the formal complaint, for accepting the decision that is rendered and for filing a timely appeal.

Grievance Process

Purpose

It is recognized that complaints and grievances may arise as applicants and clients participate in the SAVES program. It is the intention of the SAVES district staff that these grievances and complaints be settled in an orderly, prompt, and equitable manner so that the quality of services may be maintained and the morale of applicants and clients not be impaired. Every effort will be made by SAVES to settle the complaints and grievances at the lowest level. The initiation of a complaint or a grievance, by an applicant or client will not adversely affect his/her opportunities with the program. No reprisals of any kind will be made against any participant in a grievance procedure by reason of such participation. All documents, communications, and records dealing with the processing of a grievance, shall be filed separately from the student folder.

Implementation

Following are the mechanism for the expression and resolution of formal complaints that SAVES schools have in place.

STEP I

1. The grievance shall be filed within 10 days of the alleged violation, misinterpretation, or misapplication of policies/procedures set forth in Contract XK040.
2. The grievance shall be filed, in writing, stating the specific policy/procedure alleged to have been violated, misinterpreted, or misapplied to the supervising administrator of the SAVES school of the aggrieved student.
3. The supervising administrator shall note the date of receipt of the grievance and shall seek to meet with the student at a mutually-agreeable time within five days of receipt of the grievance.
4. Within five days of the meeting, the supervising administrator shall render a decision and shall immediately communicate that decision, in writing, to the aggrieved student. Additional copies of the decision shall be sent to Ms. Maria Miranda, Instructional Supervisor, SAVES program, and Mr. Robert Gornto, Assistant Superintendent, School Operations
5. The student may appeal the decision of the supervising administrator within five days of its rendering.
6. The notice of intent of appeal shall be communicated, in writing, to the Instructional Supervisor, SAVES Program. Failure to appeal the decision of the supervising administrator within five days shall constitute acceptance by the aggrieved student of the decision to be a satisfactory resolution of the issues raised.

STEP II

1. If the student appeals the decision, the SAVES Instructional Supervisor or her designee, shall schedule a meeting to be held at a mutually agreeable time, not more than five days after receipt of notice to appeal. The Instructional Supervisor shall immediately communicate the notice of appeal to the Assistant Superintendent, School Operations.
2. Within five days of the meeting, the SAVES Instructional Supervisor or her designee, shall render a decision and shall immediately communicate that decision, in writing, to the student. Copies of the decision shall be sent to the student, the school administrative supervisor and the Assistant Superintendent, School Operations.
3. The student may appeal the decision of the SAVES Instructional Supervisor, within five days of its rendering. The notice of intent to appeal shall be communicated in writing to the Assistant Superintendent, School Operations. Failure to appeal the decision to the Assistant Superintendent, School Operations within five days shall constitute acceptance, by the student, of the decision to be a satisfactory resolution of the issues raised

STEP III

1. If the student appeals the decision, the Assistant Superintendent, School Operations or his designee shall schedule a meeting to take place at a mutually agreeable time, not more than ten days after receipt of notice of appeal.
2. Within ten days of the meeting, the Assistant Superintendent, School Operations, or his designee shall render a decision, in writing, to the aggrieved student. Copies of the decision shall be sent to the student, the supervisor administrator and the SAVES Instructional Supervisor.
3. Failure to appeal the decision rendered in Step III within five days by notice of intent to submit to arbitration shall deem the decision at Step III to be final and no further appeal will be pursued.