



Program Participant Grievances Policy

Aspiring Principals

Last Modified: July 1, 2024

New Leaders endeavors to resolve Grievances received 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.

I. General Definitions

- a. Program: New Leaders' Aspiring Principals program.
- b. Program Participant: an individual who matriculates into a Program.
- c. Grievance: an alleged wrong that gives ground to a complaint submitted by a Program Participant unrelated to academic experiences.
- d. Academic Grievances: a matter to be addressed related to concerns regarding academic issues, including but not limited to:
 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.

II. Grievance Procedures

a. Reporting an Academic Grievance

Program Participants should send a written statement about an Academic Grievance to programimplementation@newleaders.org or to the New Leaders staff member overseeing your program.

The Program Participant's written statement regarding the Grievance must note the instance that gave rise to the Grievance, the individuals involved in the Grievance, how the instance caused the Grievance, and the rule(s) or standard(s) providing the basis for which the Program Participant claims to be aggrieved. The Program Participant should include the date the Grievance arose and, to the extent possible, any other information that could help resolve the Grievance.

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

b. 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 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.

c. 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 Chief Program & Implementation Officer within five (5) business days of receipt of the resolution in writing by email to programgrievances@newleaders.org. The Chief Program & Implementation Officer may consult with other New Leaders staff, including but not limited to the General Counsel, to review and respond to the appeal. The Chief Program & Implementation Officer will respond to the appeal in not more than ten (10) business days and will endeavor to provide a resolution to the appeal in a timely and efficient manner.

d. 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.

III. For Program Participants enrolled in Programs in Illinois

Program Participants enrolled in Programs in Illinois should make full use of this Policy and other New Leaders procedures and policies to resolve any Grievances with New Leaders directly as a first step. If after making attempts to resolve a Grievance with New Leaders using this Policy and related policies and procedures 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/>.

IV. Resources & Contact Information

For questions about this Policy, a Program Participant should contact programimplementation@newleaders.org.

Please refer to New Leaders' Program Non-Discrimination & Anti-Harassment Policy for complaint procedures regarding a complaint or concern about discrimination or harassment.

Please refer to New Leaders' Disability Accommodations Policy for information on disability access and accommodations.

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