

Grievance Policy

Purpose

Promontory School aims to provide a fair, nondiscriminatory and productive environment for all members of its community, including employees, board members, volunteers, parents and students. This policy is designed to provide a transparent and consistent framework for addressing concerns and resolving grievances in a respectful and constructive manner. ~~seeks to support the achievement of this goal by providing a transparent and consistent process for resolving grievances.~~

Negotiated solutions will aim to address the key issues and be acceptable to all individuals or parties involved without ascribing blame, victimization or discrimination. Complainants will not suffer any disadvantage, victimization or discrimination as a result of raising a grievance, with minimum stress and maximum protection for all concerned.

Every Promontory School Staff Member, Administrator, and Governing Board Member has a responsibility to comply with this policy and to treat everyone who is at Promontory School with dignity and respect. Seeking redress of a trivial or frivolous issue through a grievance procedure will not be tolerated and may result in disciplinary action.

Definitions

Complainant: The individual who has experienced the incident or issue resulting in dissatisfaction and has chosen to file a grievance.

Executive Committee: The Executive Committee is a sub-committee of the Board of Directors made up of the Board Chair, Vice Chair, and any other board member as appointed by the Board Chair.

Grievance: ~~A formal complaint made by an employee, parent, volunteer, student, or Board member~~ An official reporting of a wrong or hardship suffered (real or perceived), that affects that individual's rights, responsibilities, or conditions of participation - excluding disciplinary actions. ~~which is the grounds of a formal complaint which has been filed according to the procedure outlined in this policy. A complaint~~ Disciplinary action appeals shall be handled under XXXXXXXX

Victimize: To act or omit to act towards a person in a way which is intended to cause disadvantage to that person because they have made a complaint, or may make a complaint, or

may be or are the subject of a complaint.

Procedure for filing a formal grievance:

- 1) All grievances should be submitted to the appropriate person as dictated by school administration.
- 2) All grievances involving the School Director or a Board Member must be sent to all members of the Executive Committee of the Board.
- 3) All grievances must be submitted in writing, either by formal letter or email, and include the following information:
 - a) Document/report must specify that the complainant is filing an official grievance
 - b) Dates, times, and duration of incident or issues pertaining to grievance
 - c) Names of individuals involved
 - d) Specific details of incident or issues relating to grievance
 - e) Promontory School policies pertaining to grievance
 - f) Must be submitted by the complainant or their legal guardian on their behalf
 - g) Anonymous submissions cannot be fully investigated and will therefore not be accepted as a grievance under this policy.

Failure to follow the procedures outlined may result in the dismissal of the grievance.

Response to formal grievance:

- 1) School administration and Executive Committee will respond to formal grievances with procedures that adhere to the following
 - a) All parties are treated with respect and impartiality and provided with support throughout the process
 - b) The person who is the subject of the grievance must be informed of all the allegations in relation to his/her behavior
 - c) The person who is the subject of the grievance must have a full opportunity to put forward their case
 - d) All parties to the grievance must have the right to be heard
 - e) All relevant submissions and evidence must be considered
 - f) Irrelevant matters must not be taken into account
 - g) The decision-maker(s) must be impartial, fair, and just
 - h) No undue delay in investigations and proceedings

- ~~2) All communication pertaining to the filing of a grievance made to the Executive Committee, including the receipt of the grievance, investigation procedure, etc. will be approved by the Executive Committee in its entirety and issued in writing.~~
- ~~3) The recipient of the grievance, as indicated by school procedure, or the Executive Committee will acknowledge the submission of the grievance and advise the complainant of any additional proceedings, requests for information, and investigative proceedings within one week of submission.~~
- ~~4) Any Board Member subject to a grievance will recuse themselves from participation on the Executive Committee, from discussions regarding the grievance, and any role as a recommender.~~
- ~~5) The School Director will establish a procedure for addressing grievances that is made readily available to employees, volunteers, parents and students.~~
- ~~6) The Executive Committee will decide on the appropriate procedure for resolving a grievance made toward the School Director.~~
- ~~7) Upon resolution of a grievance the Executive Committee will approve an official recommendation that will be issued in writing.~~
- ~~8) The Executive Committee may confer with legal counsel if necessary.~~

Grievance procedure steps process

Any employee, parent, volunteer, student, or Board member may file a grievance if they believe they have been negatively impacted by a decision, action, or omission by Promontory School or its representatives. The following steps outline the formal grievance process:

Step 1: Attempt Informal Resolution

Before submitting a formal grievance, individuals are encouraged to resolve the issue through direct and respectful communication with the person(s) involved or an appropriate school administrator. Many concerns can be resolved quickly and effectively in this way.

Step 2: Submit a Written Grievance

If the concern cannot be resolved informally, or not satisfied with the response, the complainant may file a formal grievance. The grievance must be submitted **in writing** (by letter or email) within a **reasonable and timely manner** of the incident or decision. In incidents concerning employee grievances, the employee may not be represented at this step.

Written grievances must include:

- A clear statement that the submission is a formal grievance.
- The name and role/relationship of the complainant.
- Dates, times, and a detailed description of the issue or incident.
- Names of individuals involved.
- Specific actions or decisions being challenged.

- Any related school policies or procedures (if known).
- The resolution or remedy sought by the complainant.
- The complainant's signature or typed name.
(Anonymous submissions cannot be formally accepted due to the inability to be fully investigated.)

Grievances must be directed as follows:

- If related to an **employee or school operations**, the grievance should be submitted to the **School Director**.
- If related to the **School Director or a Board member**, the grievance must be submitted to the **Executive Committee** of the Board.
- If related to an **executive committee** member they will recuse themselves, and another board member will be assigned accordingly.

Failure to follow the procedures outlined may result in the dismissal of the grievance.

Step 3: Acknowledgment of Receipt

The recipient of the grievance (School Director or Executive Committee) will provide a written acknowledgment to the complainant within **10 business days** of receiving the grievance. This acknowledgment will confirm receipt, a copy of the grievance policy and an outline the next steps.

Step 4: Review and Investigation

A timely and impartial investigation will be conducted, which includes:

- Treating all parties with respect, dignity, and fairness.
- Informing the person(s) named in the grievance and providing an opportunity to respond.
- Gathering all relevant facts, documentation, and witness statements (if applicable).
- Ensuring confidentiality throughout the process, except as necessary for a thorough investigation.

If a Board member is named in the grievance, they must recuse themselves from participation in the process, including any related discussions or decisions.

Step 5: Resolution and Response

A written response will be provided to the complainant within **10 business days** of acknowledgment, unless circumstances require additional time. The response will include:

- A summary of the findings.
- Any decision or resolution made.
- Any corrective actions to be taken.
- A copy of this policy.
- Any options for appeal, if applicable.

The Executive Committee may confer with legal counsel as needed during the investigation or resolution process. It's the intent that this process is followed, but in unforeseen circumstances, at the discretion of the executive committee, this process may be adjusted accordingly.

Promontory School is dedicated to creating and maintaining a positive and dynamic environment and culture. Gossip, rumors, negative discussions, and speculation about employees, volunteers, parents, or students will not be tolerated. **Should we add in rise far values here?**

It is the responsibility of all parties involved in a grievance to participate fully in the resolution process in good faith. Confidentiality must be respected and maintained between all parties at all times within the constraints of the need to fully investigate the matter, subject to any legal requirements for disclosure and consistent with the principles of natural justice.