

 Meadows Arts and Technology Elementary School	<b>Grievance &amp; Dispute Policy</b>	
	<b>Last Reviewed/Revised:</b> 05/2382016revised	<b>Effective Date:</b> 08/3/2009
<b>Reference Number:</b> PP-GD1-5232016	<b>Original Author:</b> MATES Board	<b>Policy Status:</b> <b>Active</b>

**PURPOSE:**

The Meadows Arts and Technology Elementary School (“MATES” or “School”) wishes for stakeholders to have their concerns addressed in an expeditious and unbiased manner.

**POLICY DETAILS:**

1. General Grievance & Dispute Principles

- 1.1. The Board sets forth this policy as the means by which internal disputes and conflicts will be addressed expeditiously without disrupting the educational process.
- 1.2. The Board encourages the early, informal resolution of complaints whenever possible.
- 1.3. The Board prohibits retaliation against complainants. The Executive Director or designee at his/her discretion may keep a complainant's identity confidential, except to the extent necessary to investigate the complaint.
- 1.4. MATES will only investigate anonymous complaints which contain sufficient detail to allow the other parties involved to meaningfully present their accounts of the events underlying the complaint.
- 1.5. Written complaints are to be made using the Complaint Form attached hereto as **Appendix A**.
- 1.6. MATES cannot guarantee that every problem will be resolved to the complainant's satisfaction. However, the School values each employee's ability to express concerns and the need for resolution without fear of adverse consequence.

2. Complaints by Third Parties Against Employees

- 2.1. This section of the policy is for use when a non-employee raises a complaint or concern about a School employee.
- 2.2. Every effort should be made to resolve a complaint at the earliest possible stage. Whenever possible, the complainant should communicate directly to the employee in order to resolve concerns (e.g., Teacher, Specialist, Staff Member).
- 2.3. If the complaint cannot be resolved informally, the complainant may file a written complaint with the Executive Director or Board President (if the complaint concerns the Executive Director) as soon as possible after the

events that give rise to the complainant's concerns. The written complaint should set forth in detail the factual basis for the complaint.

In processing the complaint, the Executive Director or designee shall abide by the following process:

- 2.3.1. The Executive Director or designee shall use his or her best efforts to talk with the parties identified in the complaint and to ascertain the facts relating to the complaint.
  - 2.3.2. In the event that the Executive Director or designee finds that a complaint against an employee is valid, the Executive Director or designee may take appropriate disciplinary action against the employee.
  - 2.3.3. The Executive Director or designee shall notify the complainant in writing once the investigation is closed. The Executive Director or designee shall not disclose to the complainant any confidential or privileged information.
  - 2.3.4. The Executive Director's or designee's decision relating to the complaint shall be final unless it is appealed to the Board of Directors.
- 2.4. The complainant may appeal the Executive Director's or designee's decision to the Board through the following process:
- 2.4.1. Within ten (10) days of receiving the Executive Director's or designee's response, the complainant must provide the Board President with a copy of the original written complaint, the Executive Director's or designee's written response (if one was provided), and a statement to be prepared by the complainant indicating why the response to the complaint is unsatisfactory.
  - 2.4.2. The Board's decision regarding the complaint shall be final.
- 2.5. If the complaint is about the Executive Director, the complainant may file his or her complaint in a signed writing to the Board President, who will then confer with the Board and may conduct a fact-finding investigation or authorize a third party investigator on behalf of the Board. The Board President or investigator will report his or her findings to the Board for review and action, if necessary. The Board's decision regarding the complaint shall be final.

### 3. Complaints by Employees Against Employees

- 3.1. This section of the policy is for use when a School employee raises a complaint or concern about a co-worker.
- 3.2. Prior to instituting a formal, written complaint, the employee shall first discuss the issue with the Executive Director (or with the Board President if the complaint concerns the Executive Director) to determine whether the dispute can be resolved informally.

- 3.3. In the event an informal resolution may not be achieved or is not appropriate, the following steps will be followed by the Executive Director or designee:
- 3.3.1. The complainant will bring the matter to the attention of the Executive Director as soon as possible after attempts to resolve the complaint with the immediate supervisor have failed or if not appropriate.
  - 3.3.2. The complainant will reduce his or her complaint to writing, indicating all known and relevant facts. The Executive Director or designee will then investigate the facts and provide a solution or explanation.
- 3.4 The complainant may appeal the Executive Director's or designee's decision to the Board through the following process:
- 3.4.1. Within ten (10) days of receiving the Executive Director's or designee's response, the complainant must provide the Board President with a copy of the original written complaint, the Executive Director's or designee's written response (if one was provided), and a statement to be prepared by the complainant indicating why the response to the complaint is unsatisfactory.
  - 3.4.2. The Board's decision regarding the complaint shall be final.
- 3.5. If the complaint is about the Executive Director, the complainant may file his or her complaint in a signed writing to the Board President, who will then confer with the Board and may conduct a fact-finding or authorize a third party investigator on behalf of the Board. The Board President or investigator will report his or her findings to the Board for review and action, if necessary. The Board's decision regarding the complaint shall be final.

**REVISION HISTORY:**

<b><u>Policy Version:</u></b>	<b><u>Effective Date:</u></b>	<b><u>Revision:</u></b>
PP-GD1-08032009	8/03/2009	Original Version
PP-GD1-03152010	3/15/2010	Modify Review Cycle section to modify cycle from bi-annual to every two years.
PP-GD1-06112012	6/11/2012	Reviewed and modified in accordance with review every two years requirement.
PP-GD1-04212014	04/21/2014	Reviewed in accordance with review every two years requirement. No changes made
PP-GD1-05232016	05/23/2016	Revised by Young, Minney and Corr

**APPENDIX A**  
**COMPLAINT FORM**

Your Name: \_\_\_\_\_ Date: \_\_\_\_\_

Date of Alleged Incident(s): \_\_\_\_\_

Name of Person(s) you have a complaint against: \_\_\_\_\_

List any witnesses that were present: \_\_\_\_\_

Where did the incident(s) occur? \_\_\_\_\_

Please describe the events or conduct that are the basis of your complaint by providing as much factual detail as possible (i.e. specific statements; what, if any, physical contact was involved; any verbal statements; what did you do to avoid the situation, etc.) (Attach additional pages, if needed):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I hereby authorize the Meadows Arts and Technology Elementary School to disclose the information I have provided as it finds necessary in pursuing its investigation. I hereby certify that the information I have provided in this complaint is true and correct and complete to the best of my knowledge and belief. I further understand providing false information in this regard could result in disciplinary action up to and including termination.

\_\_\_\_\_  
Signature of Complainant

Date: \_\_\_\_\_

\_\_\_\_\_  
Print Name

To be completed by MATES:

Received by: \_\_\_\_\_

Date: \_\_\_\_\_