

# Grievance Policy

## Purpose

Promontory School aims to provide a fair, nondiscriminatory and productive environment for all employees, parents and students. This policy 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:** An official reporting of a wrong or hardship suffered (real or perceived), which is the grounds of a complaint which has been filed according to the procedure outlined in this policy.

**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 students, parents, and employees.
- 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.

Promontory School is dedicated to creating and maintaining a positive and dynamic environment and culture. Gossip, rumors, negative discussions, and speculation about employees, parents, or students will not be tolerated.

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.