



## 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 provides a transparent and consistent framework for addressing concerns and resolving grievances in a respectful and constructive manner.

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, retaliation, 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 at Promontory School with dignity and respect. The grievance procedure is intended for good faith concerns. Knowingly false or bad faith use of this process may result in corrective action.

### Definitions

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

**Executive Committee:** 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. Disciplinary action appeals are handled under a separate process.

**Victimize:** To act or omit to act toward a person in a way intended to cause disadvantage to that person because they have made, may make, or are the subject of a complaint.

**Good Faith Efforts:** Attempts to resolve a concern through appropriate channels, carried out with respect for all parties. Good faith efforts are free of personal agendas, conflicts of interest, or ulterior motives, and reflect a desire to seek resolution rather than to blame, retaliate, or escalate unnecessarily.

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## Grievance Procedures

### Step 1: Attempt Informal Resolution

Before filing a formal grievance, the complainant must make good faith efforts toward informal resolution through appropriate channels. Individuals are encouraged to resolve issues through direct and respectful communication with the person(s) involved or with an appropriate school administrator before submitting a formal grievance.

### Step 2: Submit a Written Grievance

If unresolved, the complainant may file a formal grievance in writing using the grievance form via letter or email within a reasonable and timely manner of the incident or decision. Employee grievances may not involve representation at this step.

All grievances should be submitted to the appropriate person as directed by school policy:

- Grievances involving school employees, parents, volunteers, and students must be submitted to the School Director.
- Grievances involving the School Director or a School Board Member must be submitted to all members of the Executive Committee of the Board. The Executive Committee reserves the right to assess whether a grievance falls within its purview, and may refer a grievance to school administration as needed.

Written grievances must include:

- A statement that the complainant is filing a formal grievance.
- Name and contact information for the complainant.
- Names of individuals involved in the incident(s).
- Dates, times, and duration of incident(s).
- Specific details of the incident(s) or issue(s).
- How the incident(s) affects the complainant's rights, responsibilities, or conditions of participation.
- Relevant Promontory School policies, if applicable.
- Details of good faith efforts taken to resolve the issue through appropriate channels.
- Submission by the complainant or their legal guardian.
- The resolution or remedy sought.
- The complainant's signature or typed name.

Note: Failure to follow these grievance procedures may result in dismissal of the grievance. Anonymous submissions cannot be fully investigated and will not be accepted as formal grievances.

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### Step 3: Acknowledgment of Receipt

The School Director or Executive Committee will acknowledge receipt in writing within 10 business days, and advise the complainant of additional proceedings, requests for information, and next steps.

### Step 4: Review and Investigation

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

- Respectful, fair treatment of all parties.
- Informing the subject of the grievance of allegations against them and providing them a full opportunity to respond.
- Gathering facts, documentation, and witness statements.
  - All relevant submissions and evidence will be considered.
  - Irrelevant matters will not be taken into account.
- Maintaining confidentiality, except as required for investigation.
- The decision-maker(s) must be impartial, fair, and just.
- All parties to the grievance must have the right to be heard.
- Investigations and proceedings will be conducted without undue delay.
- Any individual(s) subject to a grievance will recuse themselves from participation in the investigation, discussions, and recommendations.
- All communication pertaining to a grievance made to the Executive Committee—including receipt, investigation procedures, and outcomes—will be approved by the Executive Committee and issued in writing.

#### Investigative Consultation:

- The Executive Committee may provide guidance or recommendations to school administration regarding the handling of grievances as necessary.
- The School Director and/or Executive Committee may consult legal counsel or other professional consultants as needed.

### Step 5: Resolution and Response

A formal written response will be provided within 10 business days of acknowledgment, unless more time is required. The response will include:

- A summary of findings.
- Any decision or resolution.
- A copy of this policy.
- Any options for appeal, if applicable.

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- Corrective actions (if any) shall be shared on a need-to-know basis with the individual subject to the action, Administration, and/or Executive Committee. The Executive Committee may advise on corrective actions as needed.

While this process will generally be followed, the School Director and/or Executive Committee may adjust steps in unforeseen circumstances.

## **Commitment to Positive Culture**

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.

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 at all times, consistent with the need to investigate thoroughly, legal requirements for disclosure, and the principles of natural justice.

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## GRIEVANCE FORM

*For use by employees, parents, volunteers, students, or board members submitting a formal grievance, in accordance with Promontory's Grievance Policy. Failure to follow these grievance procedures may result in dismissal of the grievance. Submission of this form indicates that the complainant is filing a formal grievance. Anonymous submissions cannot be fully investigated and will not be accepted as formal grievances.*

Name of Complainant: \_\_\_\_\_ School Role: \_\_\_\_\_

Address: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Parent/Legal Guardian (if complainant is a student): \_\_\_\_\_

<b>Step I:</b> Attempt Informal Resolution	Describe good faith efforts toward informal resolution through appropriate channels:
<b>Step II:</b> Submit a Formal Grievance	Submit this form to the appropriate person as directed by school policy.
<b>Description of Grievance</b>	
Names of Individuals involved in the incident(s):	
Dates, times, and duration of incident(s):	
Specific details of the incident(s) or issue(s) that affected the complainant:	



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How the incident(s) affects the complainant's rights, responsibilities, or conditions of participation (include relevant Promontory School policies, if applicable):

The resolution or remedy sought:

Signature: \_\_\_\_\_

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

## Next Steps (for administrative use only)

Date Submitted:

Submitted to:

<b>Step III:</b> Acknowledgment of Receipt	The School Director or Executive Committee will acknowledge receipt in writing within 10 business days, and advise the complainant of additional proceedings, requests for information, and next steps.
<b>Step IV:</b> Review & Investigation	A timely and impartial investigation will be conducted, in accordance with the Grievance Policy.
<b>Step V:</b> Resolution & Response	A formal written response will be provided within 10 business days of acknowledgment, unless more time is required, in accordance with the Grievance Policy.