

Policy Title: COMPLAINTS PROCEDURE	Policy No.	No. of Pages
	ADM04	2
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- I. **PURPOSE:** The Corporation and Schools are committed to resolving concerns and complaints in a manner in which all parties feel respectfully heard and understood. Interpersonal conflicts shall be communicated directly to the person(s) involved as an informal step to the process. If the issue is not resolved, the procedures outlined below shall be in effect. As a matter of policy retaliation against complainants is strictly prohibited. The Schools and Corporation shall attempt to keep information about complainants confidential to the extent possible; however the School and Corporation cannot guarantee total confidentiality (e.g., investigative process, grievance process, etc.)

- II. **PROCEDURES:**
 1. Complaints regarding School personnel shall be directed to the School Principal in writing as soon as possible. The written complaint shall include all relevant dates, parties, and allegations.
 2. The Principal shall initiate an investigation immediately into the allegations to determine the facts and render a decision. As appropriate, the Principal shall designate the Vice Principal(s) as fact-finding investigator(s) to meet with all relevant parties and conduct the investigation. Allegations of sexual misconduct and workplace violence shall require that the Corporation Human Resources Manager conduct the investigation. In any event, the Principal remains the sole decision maker.
 3. Upon reviewing the fact-finding report, the Principal shall render a decision in accordance with the various collective bargaining agreements and state statutes. The Principal shall communicate back with the Complainant to inform him/her that the issue has been appropriately handled.
 4. Complaints regarding School Administration shall be directed to the Corporation Executive Director in writing as soon as possible. The written complaint shall include all relevant dates, parties, and allegations. As appropriate, the Executive Director shall designate the appropriate Corporation Staff as fact-finding investigators to meet with all relevant parties and conduct the investigation
 5. Upon reviewing the fact-finding report, the Executive Director shall render a decision in accordance with the various collective bargaining agreements and state statutes. The

Executive Director shall communicate back with the Complainant to inform him/her that the issue has been appropriately handled.

6. Complaints received at the School level concerning allegations of statutory violations shall be directed to the Corporation Human Resources Manager for review and action.