Purpose

Provide students and parents/guardians of students enrolled in St. Catherine’s Montessori (hereinafter “School”) with an orderly procedure for the equitable and prompt resolution of complaints. This process is intended to resolve disputes at the lowest possible level in a cooperative, conciliatory Christian atmosphere and not intended to be adversarial in nature. No person shall be discriminated against because of filing or participating in this complaint process; and no reprisals of any kind shall be taken against any person because of participation in this complaint process.

General Principles

• Complaints must be fully described by the person with the grievance.
• Each person involved should be heard.
• The privacy and dignity of each individual must be respected.
• The person(s) against whom the grievance/complaint is made should have the opportunity and be given a reasonable time to put their side of the story before resolution is attempted.

Procedures

Level One

A student or his/her parent or guardian shall meet with the person with whom he/she is having a dispute.

If the matter is not then settled satisfactorily, the complainant shall follow the guidelines outlined in Level Two.

Level Two

The parent or guardian shall state his/her complaint in writing, setting forth the nature of the complaint, all relevant details, and the remedy sought. The following procedure shall then be utilized:
The written grievance shall be submitted to the Head of School within five (5) working days following the informal resolution/conciliation;

The Head of School will meet with the grieving party within five (5) working days following receipt of the written grievance to hear such grievance and any other information that the Head of School deems relevant;

Following the meeting, the Head of School should conduct a meeting between the grieving party and the individual to whom the grievance is filed against to resolve the issues.

If the parties cannot reach an agreeable solution at the meeting, the Head of School shall issue a written decision within five (5) working days of the meeting. The Head of School’s decision is final.

If the grieving party has exhausted all of procedures outlined above, AND the grievance involves a legal and/or ethical issue, then the grieving party should submit a signed letter to the Board of Directors (“Board”). The letter shall be addressed to the President and contain the full details of the grievance as it relates to the legal and/or ethical issue.

The President shall write an acknowledgement letter to the grieving within five (5) working days of the receipt. The grieving party’s letter will be distributed to the Board for consideration and it will determine whether the matter will be brought before the Board.

If the Board agrees to consider the grievance, the President shall write a letter to the grieving party inviting them to briefly address the Board of Directors in person. The Board shall render a written decision within five (5) working days of the meeting.