



GRIEVANCE POLICY OF CHARLOTTE SECONDARY SCHOOL

I. Introduction

Charlotte Secondary School is committed to a positive learning environment and has established the following grievance protocol to solve disputes or complaints in a fair and prompt manner. Notably, the formal procedures described below may be implemented only *after* the parties have engaged in an earnest attempt to resolve matter(s) informally.

II. Complaints

Complaints are taken seriously by Charlotte Secondary School and should proceed as follows:

1. Complainants should first schedule a conference with the immediately-involved teacher, coach or administrator to discuss the issue. The school reserves the right to redirect complainant(s) to the appropriate personnel if this step has not been followed.
2. If complainant(s) conclude that the initial response/course of action was insufficient, a meeting may then be scheduled with the School Principal. Prior to the scheduling of any such meeting, complaint(s) must first provide to the School Principal a Grievance Letter that identifies: (a) the issue / concern / complaint; (b) what steps have been taken to resolve the situation; and (c) proposed solutions. The School Principal will acknowledge the receipt of a Grievance Letter within 3 calendar days and attempt to respond to all Grievance Letters within 10 calendar days of their receipt.
3. If a resolution cannot be reached through a discussion with the School Principal, complainants(s) may submit a formal Grievance Packet to the Charlotte Secondary School Board of Directors. This packet must include the information and materials discussed below.
4. Anonymous complaints may receive an acknowledgement but not a resolution from the Grievance Committee.

III. Grievance Committee and board resolution

The Charlotte Secondary School Board of Directors shall annually appoint a Grievance Committee comprised of at least three (3) Directors. The Committee shall call on or shall consult with the School Principal, staff and/or parents as necessary in the resolution of each individual grievance. A Grievance Packet should be submitted in



writing to the Charlotte Secondary School Board of Directors within 30 days of the conduct that triggered the grievance and must specify:

- The nature and date of the grievance and any related or supporting documents;
- The results of previous discussions to resolve the conflict, including any correspondence;
- The reason for the complainant(s)' dissatisfaction with the decisions previously rendered; and
- A description of the relief sought.

Within 30 days of the submission of a complete Grievance Packet, the Charlotte Secondary School Grievance Committee shall:

- Research the nature of the complaint;
- Interview the concerned parties as necessary; and
- Recommend a course of action to the full Charlotte Secondary School Board of Directors through communications by the Board Member serving as Grievance Committee Chair to the Board Chair.

The Board shall render a final ruling on the grievance at its next regularly scheduled meeting following its receipt of the recommendation of the Grievance Committee.

IV. Effective date

This policy was first adopted in October 2011.