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# PROGENY ACADEMY

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## POLICY #100A: COMPLAINT PROCESS

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### **I. PREAMBLE:**

The purpose of this Complaint Process Policy is to ensure resolution is achieved between the parties of a complaint as soon as practical and that in some situations resolution cannot be achieved between parties without a formal process being implemented.

### **II. INFORMAL COMPLAINT PROCESS FOR SCHOOL STAFF ABOUT SCHOOL STAFF/BOARD MEMBERS/POLICY**

**Step 1:** If you have an issue or concern with another staff member, you should initially discuss the problem with the person involved. If you have a concern regarding a school policy, you should initially discuss with the director or assistant director.

**Step 2:** If a resolution of these issues is not reached through Step 1 or the two involved parties are not willing or able to discuss the issues, your next step is to involve one of the following as a third party: director and assistant director or board chair.

**Step 3:** If a resolution of these issues is not reached through Step 2, your next step is to begin the formal complaint process. Although this process will be confidential, identity cannot be withheld from the person accused.

### **III. FORMAL COMPLAINT PROCESS FOR SCHOOL STAFF ABOUT SCHOOL STAFF/BOARD MEMBERS/POLICY**

**Timelines:** The formal complaint procedure is set up to take no more than 40 working days. To have a remedy under the formal complaint process, complaints must be filed within 30 days of the incident. Complaints filed more than 30 days after the incident will not be accepted.

**Step 1:** You will obtain a formal complaint form from the Human Resource office. Complete the form and submit to the director or assistant director. If the director or assistant director is the subject of the complaint, submit the form to the board chair.

**Step 2:** The recipient of the formal complaint will be the judicial advisor. The judicial advisor will send notification in writing to the accused within 5 working days of receiving the complaint and conduct an investigation.

**Step 3:** The judicial advisor will notify the complainant and the accused of their findings. Notification of findings will be in writing and sent within 15 working days of the complaint being filed. The complainant will review the findings and decide if they are satisfied with the results. If they are not satisfied with the results, they may proceed to Step 4.

**Step 4:** The complainant may appeal the ruling by notifying the judicial advisor in writing within five days. The judicial advisor may refer the appeal to a hearings committee at their discretion. The hearings committee consists of the following people: the judicial advisor as Chair, and director, assistant director or the board chair, and a staff member appointed by a Co-Director. If the complaint involves the director or assistant director, the board chair will replace them on the hearings committee. If the complaint involves a board member, another board member will replace the staff member on the committee and the board chair will replace the director or assistant director.

**Step 5:** A final decision is made. The judicial advisor will make the final decision on the appeal and notify the complainant and the accused in writing within 10 working days.

#### **IV. INFORMAL COMPLAINT PROCESS FOR FAMILIES AND COMMUNITY MEMBERS ABOUT SCHOOL STAFF/BOARD MEMBERS/POLICY**

**Step 1:** If you have an issue or concern with a school staff member or school policy, you should initially discuss with the Director. The Director will set up a meeting with the parties involved at their discretion. If the complaint involves the director, you should initially discuss the concern with the board chair.

**Step 2:** If a resolution of these issues is not reached through Step 1 or the two involved parties are not willing or able to discuss the issues, your next step is to begin the formal complaint process.

#### **V. FORMAL COMPLAINT PROCESS FOR FAMILIES AND COMMUNITY MEMBERS ABOUT SCHOOL STAFF/BOARD MEMBERS/POLICY**

**Timelines:** The formal complaint procedure is set up to take no more than 40 working days. To have a remedy under the formal complaint process, complaints must be filed within 30 days of the incident. Complaints filed more than 30 days after the incident will not be accepted.

**Step 1:** You will obtain a formal complaint form from the school office or Human Resources office. Complete the form and submit to a Director. If the director is the subject of the complaint, submit the form to the board chair.

**Step 2:** The recipient of the formal complaint will be the judicial advisor. The judicial advisor will send notification in writing to the accused within 5 working days of receiving the complaint and conduct an investigation.

**Step 3:** The judicial advisor will notify the complainant and the accused of their findings. Notification of findings will be in writing and sent within 15 working days of the complaint being filed. The complainant will review the findings and decide if they are satisfied with the results. If they are not satisfied with the results, they may proceed to Step 4.

**Step 4:** The complainant may appeal the ruling by notifying the judicial advisor in writing within five days. The judicial advisor may refer the appeal to a hearings committee at their discretion. The hearings committee consists of the following people: the judicial advisor as Chair, and Director, or the board chair, and a staff member appointed by the director. If the complaint involves the director or assistant director, the board chair will replace them on the hearings committee.

**Step 5:** A final decision is made. The judicial advisor will make the final decision on the appeal and notify the complainant and the accused in writing within 10 working days.

ADOPTED: October 14, 2017

REVIEWED/REVISED: October 13, 2018; October 16<sup>th</sup>, 2022

