



STAFF GRIEVANCE PROCEDURE

PURPOSE

The purpose of this staff grievance procedure is to promote a positive and healthy work environment where employees feel supported and empowered to address their concerns in a constructive manner. By providing a clear and effective process for resolving complaints or grievances, the procedure helps to ensure that the organization maintains high standards of fairness, transparency, and accountability.

SCOPE

This procedure applies to all employees of the organization, regardless of their position, length of employment, or contract status. The procedure covers all types of complaints or grievances related to administrative decisions, including but not limited to, unfair treatment, discrimination, harassment, workplace safety, job assignments, workloads, and compensation.

This procedure is intended to provide a mechanism for employees to raise concerns in a safe and confidential manner. It is also designed to ensure that all complaints or grievances are handled fairly, efficiently, and effectively, without fear of retaliation or adverse consequences.

Employees are encouraged to seek informal resolution of their complaints or grievances before filing a formal complaint. They are also expected to participate fully in the grievance process and to provide accurate and truthful information.

This procedure is not intended to replace or supersede any legal rights or remedies available to employees under federal, state, or local laws, regulations, or collective bargaining agreements. Employees are free to pursue such rights and remedies concurrently with the grievance process outlined in this procedure.

STEPS:

- **Informal Resolution:** Employees are encouraged to try to resolve the issue informally with their supervisor or HR representative before submitting a formal complaint or grievance.
- **Written Complaint:** If the issue cannot be resolved informally, the employee should submit a written complaint or grievance to their school principal within five (5) working days. The written document should clearly describe the complaint or grievance.

- **Review and Conference:** The principal will review the written document and arrange a conference with the employee within five (5) working days of the receipt of the written complaint to discuss the complaint or grievance.
- **Appeal to Head of School:** If the employee is not satisfied with the solution found with the conference or mediation, they may request a meeting with the Head of School. The written document, along with minutes of the hearing with the supervisor, should be forwarded to the HOS. The HOS will meet with the employee and the supervisor within five (5) working days of receipt of the original written document and the minutes from the hearing, to ascertain the charges and discuss a solution to the situation.
- **Appeal to General Manager:** If the employee is still not satisfied with the solution, they may request a meeting with the General Manager. However, they must notify the HOS in writing seven (7) days in advance of the scheduled meeting with the General Manager.
- **Ruling by General Manager:** The ruling by the General Manager on the matter will be final and cannot be appealed. The ruling will take place no later than five (5) working days after the scheduled meeting between the employee and the General Manager.

CONFIDENTIALITY

Confidentiality will be maintained throughout the grievance procedure to protect the privacy of the employee and any others involved.

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