

## **PSCS Grievance Policy and Procedure (approved 5/27/2014)**

It is the policy of Pioneer Springs Community School that all employees, students' parents and visitors have the right to voice their complaints or grievance about matters pertaining to our school. Pioneer Springs Community School recognizes the meaningful value and importance of full discussion in resolving misunderstandings, preserving good relations between management and employees. Accordingly, the following grievance procedure should be employed to ensure that complaints receive full consideration.

### **What May Be Grieved**

Pioneer Springs Community School grievance process should be used as follows:

1. To deal with complaints and concerns pertaining to educational environment,
2. Employment arrangements or interpersonal conflicts.
3. To resolve complaints of discrimination and religion, creed, sex, national origin, age disability, veteran status, sexual orientation or otherwise.

### **Who May Grieve**

The procedures set forth below may be used by grievants who are employees, students, parents or visitors.

### **Informal Grievance**

Because most difficulties can be resolved by communicating a concern to someone, grievants are encouraged to discuss their concern or harassment complaint promptly and candidly with their immediate supervisor, or the PSCS Director. The grievant is not required to discuss his or her complaint with the alleged harasser, or perpetrator in any manner, or for any reason, prior to initiating a formal grievance.

### **Formal Grievance**

Within ninety (90) days of encountering the harassment discrimination or complaint that is the subject of the grievance, a grievant shall file a written notice with the Director. Grievants may use the Grievance Form, which is available from the Director. The written notice shall identify the nature of the complaint, the date(s) or occurrence, and the desired result, and shall be signed and dated by the person filing the grievance. In the event the legal guardian or parent of a student is filing a grievance, the student and the guardian/parent shall sign and date the grievance.

The Director will immediately initiate an adequate, reliable and impartial investigation of the grievance. Each formal complaint will be investigated and depending on the facts involved in each situation, will be decided after receiving information from the appropriate individuals. Each investigation will include interviewing witnesses and obtaining documents, and allowing parties to present evidence.

All documentation related to the investigation and discussions held in this process are

considered EXTREMELY CONFIDENTIAL and are not to be revealed to or discussed by any participant, with persons not directly involved with the complaint, with the investigation or with the decision making process. This provision does not include discussions with governmental authorities.

Within thirty (30) business days of receiving the written notice, the Director shall respond in writing to the grievant. The Director's response will summarize the course of the investigation, determine or identify the validity of the grievance, and when necessary, suggest an appropriate resolution. If, as a result of the investigation, harassment or valid grievance is established, corrective and remedial action will be taken.

### **Appeals**

If the grievant is not satisfied with the response, the grievant may appeal in writing to Pioneer Springs Community School within thirty (30) days. The appeal should summarize the outcome of the investigation. The written appeal must contain all written documentation from the initial grievance as well as the grievant's reasons for not accepting the Directors' Response. The written appeal may be sent to the Chairman of the Board's attention at the school's address.

Within fifteen (15) days, from receipt of the written appeal, the school's legal representative will respond in writing to the appellant as to the action to be taken and the reasons therefore.

### **Prohibition against Retaliation**

The Pioneer Springs Community School pledges that it will not retaliate against any person who files a complaint in accordance with this policy, or any person who participates in proceedings related to this policy.

In addition, Pioneer Springs Community School will not tolerate any form of retaliation against any person who is making a good faith report or complaint about perceived acts of harassment, discrimination, or who cooperates in an investigation of harassment, discrimination, or a concern. Any person who is found to be engaging in any kind of retaliation will be subject to appropriate disciplinary action.

### **Modification**

Pioneer Springs Community School may approve modification of the foregoing procedures in a particular case if the modification (a) is for good cause, and (b) does not violate due process of Grievance Policies of Pioneer Springs Community School.

### **Contact Information:**

**Attn: Director**

**Pioneer Springs Community School**

**PO Box 480537, 9300 Bob Beatty Rd**

**Charlotte, NC 28269**

**PSCS Grievance Complaint Form** (Please print)

Name \_\_\_\_\_ Date \_\_\_\_\_

Address

\_\_\_\_\_

Telephone \_\_\_\_\_ Alternate phone \_\_\_\_\_

Best time to reach you \_\_\_\_\_

Complaint against: (Name of person, school, department, program, or activity)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date of Incident (s)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Specify your complaint by stating the problem. Describe the incident, participants, background, and any attempts you have made to solve the problem. List relevant dates, times, and places (attach additional pages if space needed):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

List names of others who can provide more information: (Name, address, telephone)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

The projected solution: (Indicate what you think should be done to solve the problem. Be specific.)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

"I certify that this information is correct to the best of my knowledge."

---

Signature of complainant

---

Date

Received by:

---

Signature of Director

---

Date