



Complaint and Grievance Policy

1. **Purpose.** The purpose of this Policy is to provide process for grievances made against the School or its personnel by any employee, student, parent, or legal guardian of a student against.
2. **Employee Grievances.**
 - A. An employee must deliver a written statement to his/her immediate supervisor stating the pertinent facts relating to or regarding the problem within ten (10) working days of the act or occurrence out of which the problem arose. In cases involving employee groups, the written statement must be filed within fifteen (15) working days of the act or occurrence out of which the problem arose. If the immediate supervisor is the reason for the complaint or grievance the employee or employee group may go directly to the Head Administrator.
 - B. Grievances will be heard by the supervisor or Head Administrator at a reasonable time agreeable to both parties but in no event more than five (5) working days after the written statement has been delivered to the supervisor or Head Administrator.
 - C. An employee may discuss the matter personally with the supervisor or Head Administrator or the employee may be accompanied by a representative of his or her choice. The supervisor or Head Administrator may also be accompanied by a representative of his or her choice.
 - D. Following this meeting the employee making the complaint and, if applicable, the person who is the reason for the complaint (respondent) will receive written notification of the supervisor or Head Administrator's decision.
 - E. If the employee is aggrieved by a decision of a supervisor, the employee may appeal to the Head Administrator.
 - F. If the employee is aggrieved by a decision of the Head Administrator, the employee will have ten (10) working days from the date of the decision to submit an appeal in writing to the Governing Board. The Governing Board will have fifteen (15) working days from the date of the receipt of the appeal to inform the complainant of the decision in writing.
 - G. If the Head Administrator is the subject of or reason for the complaint the employee may bring the complaint directly to the Governing Board via any of its members.
 - H. All meetings and hearings shall be conducted in accordance with the Open Meetings Act.
 - I. No member of the Governing Board and no member of the administration shall retaliate against any employee because the employee instituted a grievance proceeding by doing any act which affects the employee's employment status, detrimentally affects or damages a party in interest, any professional organization representative or any other participant in the grievance procedure.

3. Student, Parent, and Legal Guardian Complaints.

- A. Any student, parent, or legal guardian of a student may file a complaint of any nature with the Head Administrator. The Head Administrator or her designee will conduct an investigation into the complaint. This investigation may consist of interviews of the complainant and any witnesses who may have knowledge of the wrong doing. Additionally, other method(s) or documents may be used. Complaints must be filed within 180 days of any wrong doing.
- B. An investigation will generally be completed within forty-five (45) calendar days. In some cases, the investigation may take longer. However, Tech will make every reasonable effort to complete investigations within appropriate timelines.
- C. At the conclusion of the investigation, the complainant and respondent (if applicable) will receive written notification of the outcome.
- D. When the investigation is concluded by Tech, the complainant and respondent (if applicable) will have ten (10) working days from the date of the written notification to submit an appeal in writing to the Governing Board. The Governing Board will have fifteen (15) working days from the date of the receipt of the appeal to inform the complainant or respondent of its decision in writing.
- E. If the Head Administrator is the subject of or reason for the complaint the student, parent, or legal guardian may bring the complaint directly to the Governing Board via any of its members.